

Response to COVID-19

We would like to express our sincere sympathy to those affected by COVID-19.

The Bank is offering a variety of support for those affected by the spread of COVID-19 and taking measures to prevent the spread of infection.

Major Initiatives

2020	Feb.	Began handling of funds for measures to address pneumonia related to COVID-19
	Mar.	Established COVID-19 Related Consultation Counters in all branches
	Apr.	Held web-based company information session for students using an interactive video-streaming service
	May	Established holiday COVID-19 Related Consultation Counters during the Golden Week period (92 branches)
		Donated medical masks (N95 particulate masks) to Mie Prefecture
	May-July	Cohosted the "All Mie supporting Mie Prefecture Produce! Campaign giving Mie delicacies valued at a total of ¥1 Million with the purchase of Mie Prefecture produce!" with Mie Prefectural Government
	Jun.	Hosted a "Webinar on the Utilization of Subsidies and Grants" as a measure to address COVID-19
		Hosted a webinar on resolving issues introducing telework
	Oct.-Nov.	Part 1 of the Support by Buying, Happy to Receive Mie's Treasures Campaign
	Dec.	Implemented a trial of touchless ATM with Oki Electric Industry Co., Ltd.
Held a networking event for FY2020 new employees over Zoom		
2021	Jan.-Feb.	Part 2 of the Support by Buying, Happy to Receive Mie's Treasures Campaign
	Feb.	Hyakugo Securities made a donation to Mie Prefectural Government's "Love" fundraiser for overcoming COVID-19
	Feb.-Mar.	Cohosted a webinar for accommodation facilities to overcome the hardships of the COVID-19 pandemic with Mie Prefecture Tourism Federation
	Mar.	Began handling a joint financing scheme utilizing the COVID-19 capitalized subordinated loans of Japan Finance Corporation



Customers

Hosted a "Webinar on the Utilization of Subsidies and Grants"

We hosted a "Webinar on the Utilization of Subsidies and Grants" for businesses affected by COVID-19. Lectures were conducted on topics such as the latest trends in support measures implemented by the government, and how to use subsidies and grants, with a total of 150 people participating.

Hosted a webinar on resolving issues introducing telework

Faced with the necessity of reviewing operations, we held seminars on themes such as how to achieve new work styles for companies considering the introduction of telework and the digitization of invoices, etc. Approximately 300 companies participated, and some of them earnestly considered digitalization and improved their business.

Conducting a field trial for contactless ATMs

As COVID-19 spreads, the Head Office Business Division has jointly conducted field trials of contactless ATMs using hygienic touch panel ATMs developed by Oki Electric Industry Co., Ltd. to allow customers to feel safe when using ATMs.

The trials provided the experience of withdrawal, deposit and transfer without the customer directly touching the ATM. With the rise in awareness of hygiene, the Bank's efforts to actively take steps to pre-

vent infection have received support from many customers.

Due to the high level of requirements and attention from customers, we would like to consider the introduction of contactless ATMs on a trial basis in the future.



Hosted a webinar for accommodation facilities to overcome the hardships of the COVID-19 pandemic

We cohosted a webinar for accommodation facilities with Mie Prefecture Tourism Federation to support accommodation businesses experiencing a significant impact on sales due to the dramatic decrease in tourists caused by the spread of COVID-19.

The seminar was conducted six times on different themes each time, and expert instructors were invited to give lessons on a variety of ideas and methods such as how to use crowdfunding and how to become more profitable by thinking about improving the appeal and sales of accommodation facilities from the perspective of foreign visitors ahead of the recovery of inbound customers, and enhancing the ability to communicate and attract customers.

A total of 237 people participated, providing positive opinions. Some people said that they were concerned about whether they will be able to receive funding, but I want to pick the right time to implement crowdfunding."

Regional Communities and Society

Donated medical masks

Considering the situation in which it was difficult to obtain medical masks in medical institutions due to the spread of COVID-19, the bank donated 3,600 medical masks (N95 particulate masks) that had been stockpiled at the Bank.



Donated to Mie Prefectural Government's "Love" fundraiser for overcoming COVID-19

Hyakugo Securities, a group company of the Bank, supported Mie Prefectural Government's "Love" fundraiser for overcoming COVID-19, and donated ¥1 million.

The donation was made with a sense of gratitude to the local communities that have supported us to date and the intention of ending COVID-19 as soon as possible, as one of the projects commemorating the 10th anniversary of the commencement of business of Hyakugo Securities based on the Hyakugo Bank Group SDGs Declaration.

