# Resona Group's Medium-term Management Direction

- Maximizing Corporate Value through Sustained Growth -



**March 2007** 



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# **Resona Group at Glance**

**Medium-term Management Direction** 

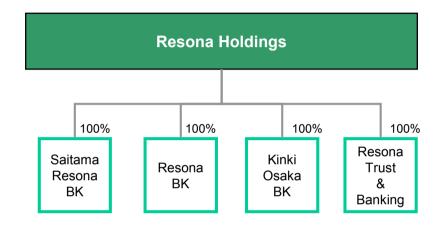
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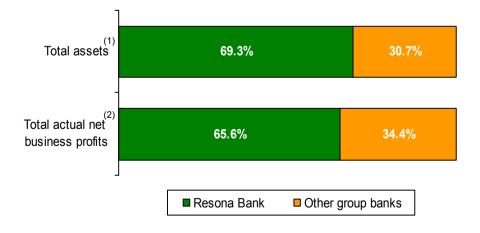
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## Resona Group at Glance: Overview of Resona Group

#### **Corporate structure**





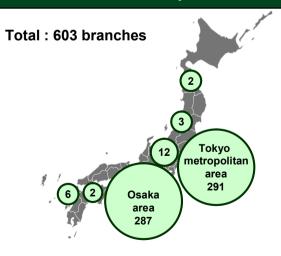
#### (1) Aggregate of 4 bank subsidiaries as of Sep. 06. Consolidated basis

#### **Group overview**

- 4th largest banking group in Japan
  - sizable enough to achieve economy of scale with total assets of JPY 39.4 trillion<sup>(1)</sup>
- Community banking group focusing on Osaka, Saitama and Tokyo area
  - strong presence in SME and retail business
  - implementation of Area Management System to meet the local customer needs (Resona: 12 areas, Saitama Resona: 4 areas)

(1) As of Sep 06

#### **Group network**



Note: Figures represent the number of the branches as of Sep 06



<sup>(2)</sup> Aggregate of 4 bank subsidiaries as of Sep. 06. Non-consolidated basis

# **Resona Group at Glance: Principal Markets**

## Strong presence especially in Osaka, Saitama and Tokyo Metropolitan area

#### **Deposits**

<Deposits> (Billions of Yen)

(End of September 2006)		Tokyo	Saitama	Kanagawa	Osaka	Nara	
(∟	id of September 2000)	Metropolis	Pref.	Pref.	Pref.	Pref.	
Re	sona Group	7,778	8,531	1,288	9,741	558	
	Resona	7,631	40	1,288	6,726	483	
	Saitama Resona	138	8,490				
	Kinki Osaka	7			3,015	74	
Sh	are in each Pref.	5.3%	39.3%	) 4.2%	18.6%	) 10.2%	
All	Banks	146,923	21,702	30,687	52,440	5,493	

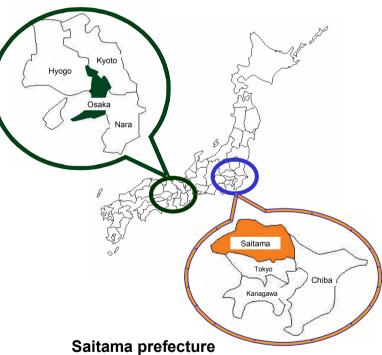
#### Loans

<Loans> (Billions of Yen)

Г		Tokyo	Saitama	Kanagawa	Osaka	Nara	
(End of September 2006)		TURYU	Sailailla	Kanagawa	Osaka	ivara	
		Metropolis	Pref.	Pref.	Pref.	Pref.	
R	esona Group	8,067	5,719	1,598	7,565	397	
	Resona	7,839	57	1,598	5,262	363	
	Saitama Resona	132	5,661				
	Kinki Osaka	95			<u>2,3</u> 03	33	
S	hare in each Pref.	5.3%	42.9%	8.8%	18.8%	) 15.1%	
Α	ll Banks	153,527	13,345	18,206	40,291	2,636	

#### Osaka prefecture

Population: 8.8 million (#2 among 47 prefectures) GDP: JPY 38.3 trillion (#2 among 47 prefectures)



Population: 7.0 million (#5 among 47 prefectures) GDP: JPY 20.1 trillion (#5 among 47 prefectures)

Data source: Bank of Japan, Cabinet Office

# Resona Group at Glance

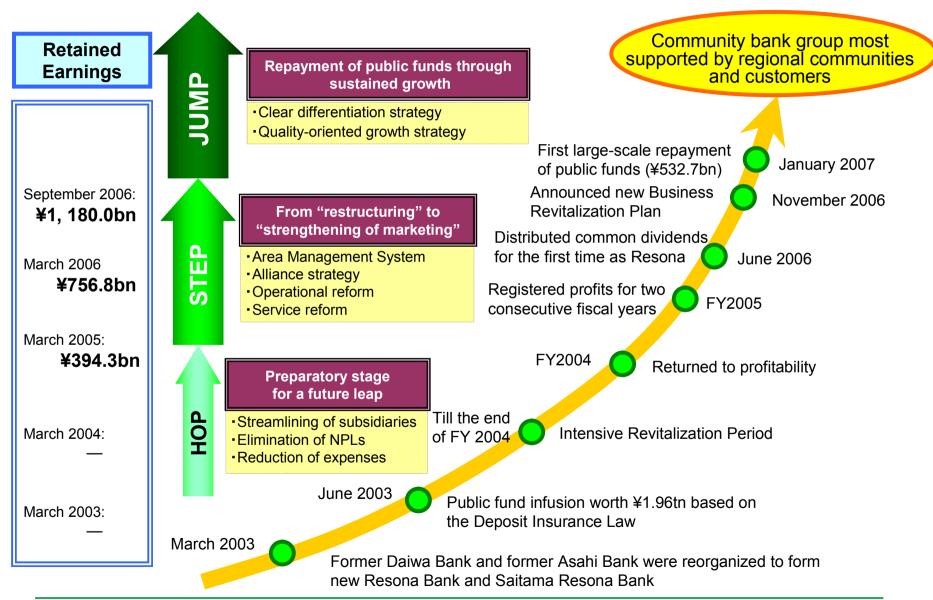
# **Medium-term Management Direction**

**Business Results for the 1-3Q of FY2006** 

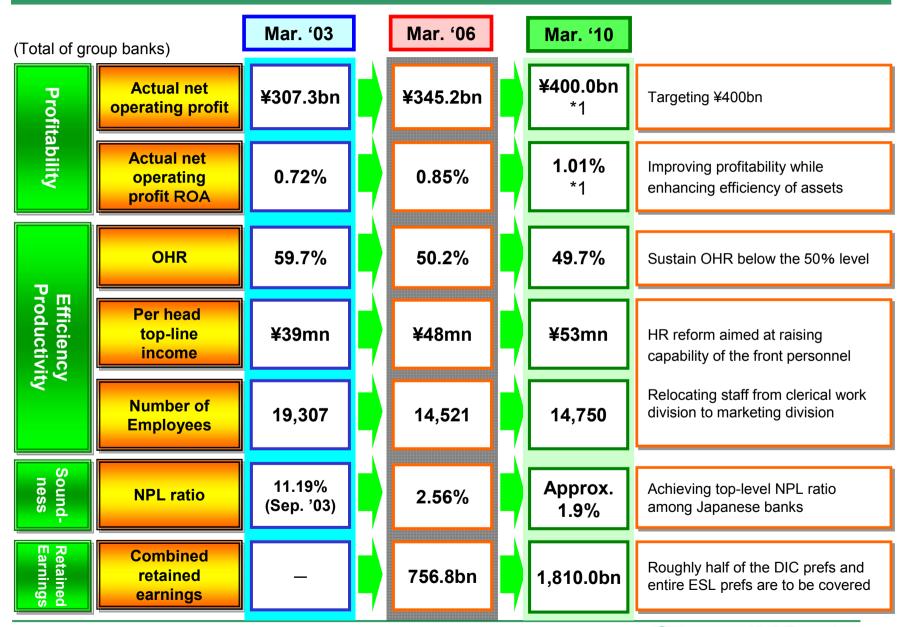
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# **Resona Group's Management Direction**



## **Achievements in the Past Reforms and Our Future Goals**



<sup>\*1.</sup> Actual net operating profit for fiscal 2009 (Mar. 2010 period) include net gains on sale of stocks (pure investment position). Resona Holdings, Inc.

## **Outline of the Earnings Plan**

## Strengthen earnings while placing more importance on efficiency of asset

	FY2005	FY2006	FY2007	FY2008	FY2009		
(Billions of Yen)	(Actual)	(Plan)	(Plan)	(Plan)	(Plan)		
Gross operating profits	693.6	698.0	727.0	754.0	780.0		
Interest income	527.8	537.0	548.0	569.0	585.0		
Fee income *1	127.7	129.0	132.0	136.0	144.0		
Before HL-related expense	171.0	173.0	180.0	188.0	199.0		
Other gross operating profits	38.0	32.0	47.0	49.0	51.0		
Operating expneses	348.5	365.0	380.0	388.0	388.0		
Personnel expenses	117.2	122.0	126.0	130.0	132.0		
Non-personnel expenses	210.2	224.0	232.0	237.0	235.0		
Actual net operating profits (1) *2	345.1	333.0	347.0	366.0	392.0		
Actual net operating profits (2) *3		342.0	355.0	374.0	400.0		
Net gains on stocks	53.9	40.0	8.0	8.0	8.0		
Net gains on stocks (pure investment position)	22.6	9.0	8.0	8.0	8.0		
Credit-related expenses	(14.5)	36.0	61.0	60.0	56.0		
Income before income taxes	401.4	348.0	280.0	300.0	330.0		
<management indices=""></management>							
Cost-to-income ratio (OHR) %	50.24	52.29	52.27	51.46	49.74		
Actual net operating profits ROA %*3		0.86	0.90	0.96	1.01		

<sup>\*1.</sup> Include trust fees

# Operating expenses: Increase strategic investments while reducing cost-to-income ratio

- <u>Personnel expense</u>
   Operation reform enables strengthening of sales force without increasing total headcount
- Non-personnel expense
   Reduction of routine expenses allows for an increase in strategic investments

# Underlying assumptions (Standard scenario)

- Economy continues to grow at its potential growth rate of 1.5% to 2.0%
- Interest rate will go up gradually

	FY2006	FY2009
O/N call rate	0.183%	1.000%
10 year JGB	1.960%	2.500%
FX (¥/1US\$)	¥117	¥117
Nikkei 225	¥17,059	¥17,059

#### **Gross operating profits:**

- + 82.0bn (compared with FY2006)
- Net interest income +48.0bn.
   Increase in SME loans (term-end bal.) + 1.12tn.
   Increase in individual loans (term-end bal.) + 1.24tn.
- Fee income (exclude HL-related expense) +26.0bn
  Sale of investment trusts
  and personal annuity products 41.0bn ⇒ 52.0bn
  Real estate business 13.8bn ⇒ 19.0bn
  Pension business 19.9bn ⇒ 22.0bn
  Corporate trusts 6.1bn ⇒ 9.2bn

#### Credit-related expense: NPL ratio in the 1% range

- · Appropriate management of loan portfolio
- Strict adherence to the credit ceiling system

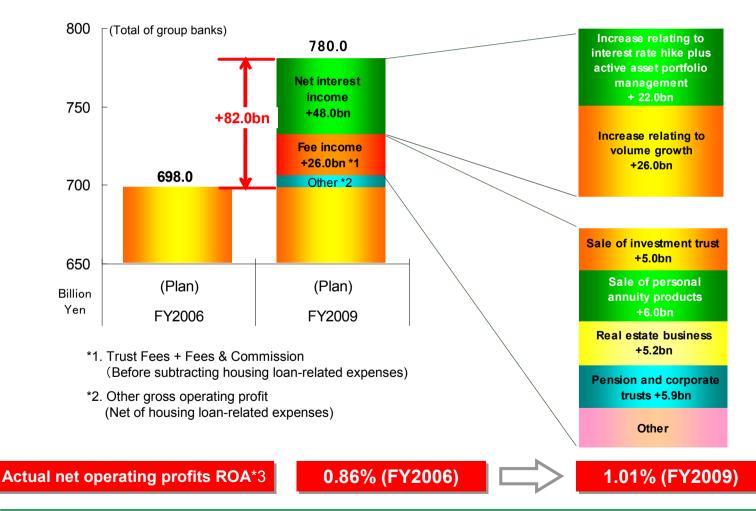
<sup>\*2.</sup> Net operating profit before NPL disposal in the trust account and provision to general reserve

<sup>\*3.</sup> Actual net operating profit (1) plus net gains on sales of stocks (pure investment position).

## **Secure an Optimum Combination of Stock and Flow Income (1)**

## **Expand top-line income with strengthened ROA management**

- ✓ Growth of top-line income during the new plan period: +82.0bn (FY2009 compared with FY2006)
- √ Growth drivers are (1) Net interest income +48.0bn and (2) Fee income +26.0bn



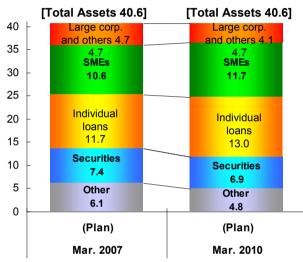
<sup>\*3.</sup> Net operating profit before provision to general reserve and NPL disposal in the trust account plus net gains on stocks (pure investment position).



## **Secure an Optimum Combination of Stock and Flow Income (2)**

## **Putting ROA management into real practice**

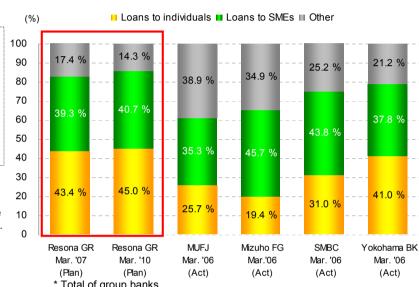
✓ Loan portfolio management that allows for higher ROA



(Total of group banks) Large corp. and others (0.58) trillion **SMEs** + 1.12 trillion Loans to individuals + 1.24 trillion Securities (0.48) trillion \* Total assets and securities

- are in average balance \* Loans are in term-end balance
- \* Difference is adjusted in Other.

#### ✓ Further strengthen housing and SME loans



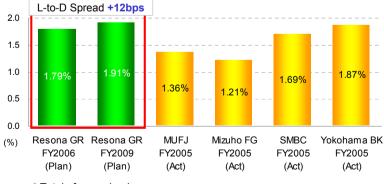
- \* Total of group banks
- \* Excludes loans in the Japan Offshore Banking Account

✓ Assumptions for policy rate, deposit and loan rates

	FY2006	FY2009
O/N call rate	0.183%	1.000%
Loan rate	1.95%	2.47%
Deposit rate	0.16%	0.56%
Loan-to-deposit margin	1.79%	1.91%



#### ✓ Expand loan-to-deposit spread further



- \* Total of group banks
- \* Average interest rate on loans less average interest rate on deposits

## Focus on the 5 Core Businesses

#### Improve earnings in an effective manner by focusing on the 5 core businesses Mar. 2006 Mar. 2010 Mar. 2003 >Develop solution programs **SME** ¥10.9tn **Loans to SMEs** ¥10.2tn ¥11.7tn >Restore and expand corporate transaction (Mar '04) customer base utilizing the CRM system >Build up a nationwide coverage for **Housing loans** ¥8.4tn ¥10.8tn ¥12.5tn **HL** business Loans >Consumer loans as additional profit to driver **Consumer loans** individuals >Extend ¥2tn of new housing and other (Specially promoted ¥16.0bn ¥145.0bn consumer loans a year products) Balance of financial ¥0.79tn ¥2.79tn ¥5.68tn >Balance of investment trusts to **Financial** products sold exceed ¥3tn product >Double sales of annuity products sale >Income from sales of investment trusts Ratio of 3.7% 12.2% 21.4% and annuity products to reach ¥50bn financial products Income from Real ¥6.0bn ¥12.1bn ¥20.0bn >Pursue group synergies estate real estate business >Target income from real estate business: ¥20bn >Entrusted pension assets to **Entrusted** Corporate exceed ¥7tn ¥5.4tn ¥6.2tn ¥7.2tn pension assets pension

# Resona Group at Glance

# **Medium-term Management Direction**

## **Business Results for the 1-3Q of FY2006**

**Efforts towards Early Repayments of Public Funds** 

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# Operating Results for the 3Q (9 Months from April to December) (1)

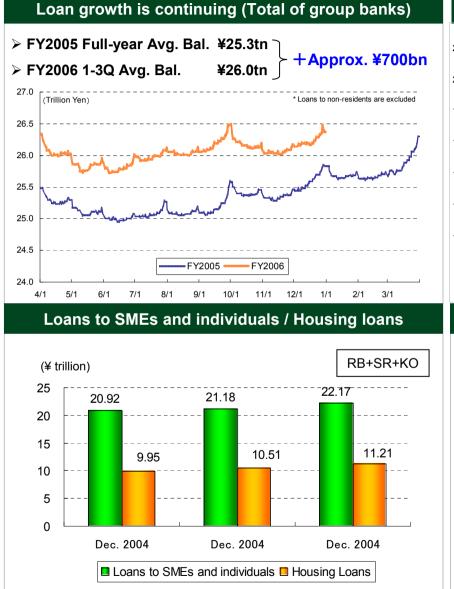
## Business performance continues to be strong in the 1-3Q FY2006 period

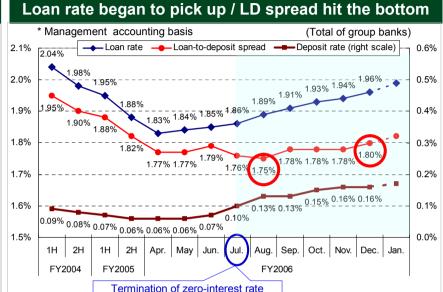
		FY2005	FY2006	FY2006 Full-yea	r Forecast *1	Progress up to 3Q
		1Q-3Q	1Q-3Q		3Q Progress	and full-year outlook
	Gross Operating Profits	507.8bn	<b>522.8bn</b>	700.0bn	74.7%	Almost in line with full-year forecast Seasonality in trust fees (4Q>3Q)
Op	Operating Expenses	245.7bn	251.2bn	365.0bn	68.8%	Additional expenses relating to incentive salaries payable in July are expected in 4Q
Operating	Actual Net Business Profits	262.1bn	271.7bn	335.0bn	81.1%	Good progress from positive trends both in top-line income and expenses
Results	Credit Expenses	1.1bn	29.8bn	40.0bn	74.5%	Almost in line with full-year forecast
G	Income Before Income Taxes	302.0bn	301.5bn	350.0bn	86.1%	Upside factor between "Income Before Income Taxes" and "Net Income" is
	Net Income	278.8bn	511.0bn	545.0bn	93.8%	gains relating to restoration of DTAs on the balance sheet
Othe	NPL Ratio	2.79%	2.41%	Lower 2% range		Already achieved "lower 2% range
Other Indicators	Cost to Income Ratio	48.4%	48.0%	52.1%		Partly due to seasonality, OHR up to the 3Q is below 50%
ators	Financial Products Sold to Individuals*2	2.41tn	3.38tn	3.7tn		Increase in 9 months up to 3Q is +0.7tn.

<sup>\*1.</sup> Announced in November 2006 (May 2006 forecast was revised upward)

<sup>\*2.</sup> Investment trust, individual annuity, and public bonds sold to individual customers

## **Trend of loan business**

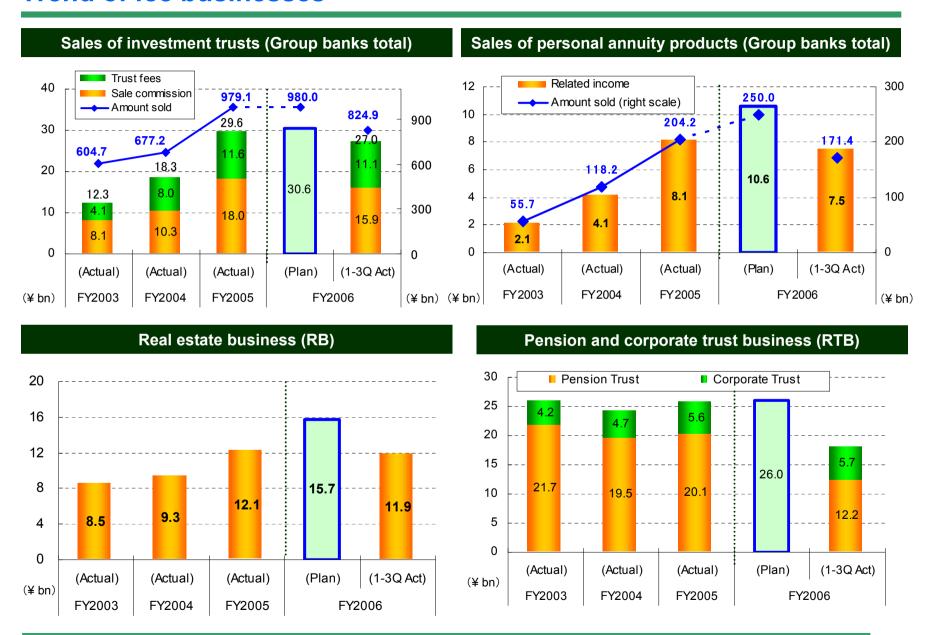




#### Repricing after termination of zero-interest rate policy

- Approx. 70% of loans to SMEs linked with short-term prime rate (Approx.¥3.6tn in the case of Resona Bank) were successfully repriced to a new rate
- ➤ Repricing of floating-rate housing loans
  A new 25bps higher rate has been applied to
  floating-rate housing loans since the following
  day of their respective repayment dates in
  December 2006
  (Further spread improvement expected in 4Q)

## Trend of fee businesses



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**Business Results for the 1-3Q of FY2006** 

# **Efforts towards Early Repayments of Public Funds**

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## Repurchase and Cancellation of Public Fund Preferred Stocks

### Repurchased and cancelled ¥532.7bn (book value basis) of public funds preferred stocks

### [Outline of repurchase and cancellation]

	Class B No.1	Class E No.1	Total
(1) Total number of shares repurchaed	407,798	230,424	
(2) Issue price per share	JPY 600,000	JPY 1,250,000	
(3) Repurchase price per share	JPY 719,400	JPY 1,200,520	
(4) Total issue amount	JPY 244.6bn	JPY 288.0bn	JPY 532.7bn
(5) Total repurchase amount	JPY 293.3bn	JPY 276.6bn	JPY 569.9bn
(6) Premium	JPY 48.6bn	JPY (11.4)bn	JPY 37.2bn
(7) Reduction of potential shares	0.661million	0.799 million	1.460 million
(Applicable conversion ratio)	1.622	3.468	
(Ratio to the total number of common shares outstanding)	5.80%	7.01%	12.81%

- ➤ Implemented the repayment far exceeding the initial repurchase limit of ¥250bn authorized by the AGM
- ➤ Even after the repayments, the capital adequacy ratio at the end of March 2007 can be maintained above 9%
- ➤ Approx. 1.46 million potential shares were eliminated through the repurchase (Equivalent to 12.81% to total number of common shares outstanding)\*1
- ➤ Annual preferred dividends for the public fund preferred stocks will be reduced by ¥5.9bn

#### [Public funds remaining after the repurchase]

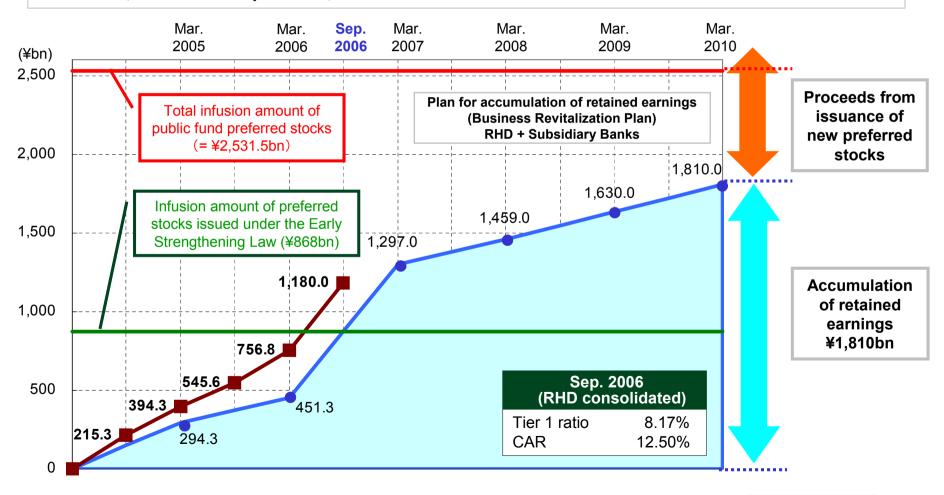
(Billions of Yen)		Mandatory conversion (First Call)	Amount Sep. 30, 2003 (1)	Amount afer repurchase (2)	Amount repaid (2) - (1)
Publi	c funds received		3,128.0	2,372.5	(755.4)
			2,531.5	1,998.8	(532.7)
	Early Strengthening Law		868.0	335.2	(532.7)
	Class B	Apr. 2009	408.0	163.3	(244.6)
	Class C	Apr. 2015	60.0	60.0	
	Class E	Dec. 2009	300.0	11.9	(288.0)
	Class F	Dec. 2014	100.0	100.0	
	Deposit Insurance Law		1,663.5	1,663.5	
	Class One	Not Attched	550.0	550.0	
	Class Two	Not Attched	563.5	563.5	
	Class Three	Not Attched	550.0	550.0	
Sı	ubordinated Loan		300.0	80.0	(220.0)
	Financial Function Stabilization Law		200.0		(200.0)
	Early Strengthening Law	Mar. 2009	100.0	80.0	(20.0)
Co	ommon Stock	Not Attched	296.4	293.7	(2.7)

<sup>\*1.</sup> Based on the current conversion ratio applicable to Class B and Class E preferred stocks

# Plan for Accumulation of Retained Earnings

## Basic policy for repayments of public funds (Announced on May 23, 2006)

- ✓ Secure the retained earnings necessary for repayments as early as possible.
- √ Manage capital adequacy ratio in an appropriate manner, and
- √ Prevent, to the extent possible, the dilution for common shareholders



# Resona Group at Glance

**Medium-term Management Direction** 

**Business Results for the 1-3Q of FY2006** 

**Efforts towards Early Repayments of Public Funds** 

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# **Earnings Plan (Business Revitalization Plan)**

(Total of Four Banks)

	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009
(Billions of Yen)	(Actual)	(Plan)	(Plan)	(Plan)	(Plan)
Gross operating profit	693.6	698.0	727.0	754.0	780.0
Trust fees	36.6	35.0	34.0	33.0	34.0
Jointly Operated Designated Money Trust	6.2	5.0	3.0	2.0	1.0
NPL disposal in trust account	0.0	0.0	0.0	0.0	0.0
Interest income	604.4	641.0	709.0	777.0	852.0
Interest expense	76.6	104.0	161.0	208.0	267.0
Net fees & commissions	91.0	94.0	98.0	103.0	110.0
Net trading income	3.0	24.0	22.0	22.0	23.0
Other operating income	35.0	8.0	25.0	27.0	28.0
Gains/(losses) on bonds	(12.2)	(6.0)	1.0	1.0	1.0
Adjusted net operating profit (Note.1)	345.2	333.0	347.0	366.0	392.0
Net operating profit	348.7	333.0	347.0	366.0	392.0
Provision to general reserve	(3.6)	0.0	0.0	0.0	0.0
Expenses	348.5	365.0	380.0	388.0	388.0
Personnel expense	117.2	122.0	126.0	130.0	132.0
Non-personnel expenses	210.2	224.0	232.0	237.0	235.0
Disposal of NPL	57.6	39.0	61.0	60.0	56.0
Net gain/(loss) on stocks	53.9	40.0	8.0	8.0	8.0
Loss on devaluation	1.5	5.0	0.0	0.0	0.0
Ordinary profit/(loss)	336.6	349.0	288.0	308.0	338.0
Extraordinary gains	69.2	4.0	0.0	0.0	0.0
Extraordinary losses	4.5	5.0	8.0	8.0	8.0
Income taxes - current	9.5	15.0	10.0	11.0	65.0
Income taxes - deferred	1.1	(210.0)	65.0	63.0	33.0
Net income/(loss)	390.7	543.0	205.0	226.0	232.0

	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009
(Billions of Yen)	(Actual)	(Plan)	(Plan)	(Plan)	(Plan)
Total assets (Note.2)	41,653.9	40,600.0	40,300.0	39,870.0	40,620.0
Loans and bills discounted	25,247.2	26,090.0	26,800.0	27,480.0	28,030.0
Securities	7,598.5	7,440.0	7,200.0	6,550.0	6,950.0
Trading assets	828.4	560.0	670.0	670.0	670.0
DTA (term-end bal.)	4.4	234.8	175.7	112.2	74.9
Total liabilities (Note.2)	40,657.9	39,120.0	38,920.0	38,640.0	39,370.0
Deposits and NCDs	33,153.4	32,820.0	32,900.0	33,300.0	33,790.0
Trading liabilities	15.0				
DTL (term-end bal.)	32.0	17.8	22.4	21.8	17.9
DTL for land revaluation (term-end bal.)	46.2	45.5	44.3	44.3	44.3
Total shareholders' equity (Note.2)	1,692.0	1,788.3	1,450.2	1,481.2	1,487.2
Capital stock	398.8	398.8	398.8	403.8	403.8
Capital reserve	433.8	433.8	433.8	438.8	438.8
Other capital surplus	88.7	88.7	88.7	88.7	88.7
Earned surplus reserve	20.0	20.0	20.0	20.0	20.0
Retained earnings (Note.3)	433.3	588.7	250.7	271.7	277.7
Land revaluation excess	63.3	61.5	61.5	61.5	61.5
Net unrealized gains/(losses) on other securities	253.8	196.4	196.4	196.4	196.4
(Management Indicators) (Note.4)					
Yield on interest earning assets (A)	1.66	1.75	1.95	2.15	2.30
Interest earned on loans and bills discounted	1.93	1.95	2.16	2.30	2.47
Interest on securities	1.05	1.27	1.36	1.67	1.74
Total cost of funding (B)	1.07	1.23	1.43	1.59	1.71
Interest paid on deposits and NCDs (D)	0.08	0.16	0.30	0.43	0.56
Overall interest spread (A) - (B)	0.58	0.52	0.52	0.56	0.59
Cost-to-income ratio (OHR)	50.24	52.29	52.26	51.45	49.74

<sup>\*1.</sup> Net operating profit before NPL disposal in trust account and provision to general reserve

<sup>\*2.</sup> Assets and liabilities are stated in average balance. Stockholders' equity is reported in term-end balance.

<sup>\*3.</sup> Earned surplus excluding earned surplus reserve

<sup>\*4.</sup> Management indicators other than OHR are based on the total figures of three subsidiary banks excluding Resona Trust & Banking.

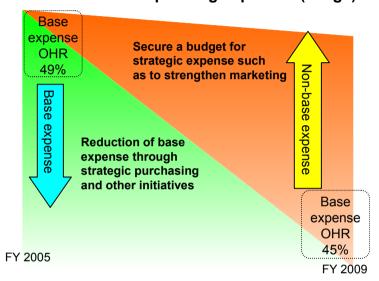
## Reduce Operating Costs to Create Room for Strategic Investments

## Actively control operating expenses: More strategic investments while keeping OHR low

#### √ Operating expenses plan

				New	Plan	
Total of group banks	FY2003	FY2005	FY2006	FY2007	FY2008	FY2009
(Billions of yen)	(Actual)	(Actual)	(Plan)	(Plan)	(Plan)	(Plan)
Personnel expenses (base expense)	123.7	117.2	122.0	126.0	130.0	132.0
Non-personnel expense	267.3	210.2	224.0	232.0	237.0	235.0
Base expense	267.3	202.0	200.9	200.3	200.5	195.4
Strategic expense		1.7	12.0	19.3	22.8	24.5
For service quality improvements		0.5	6.6	13.4	16.2	17.8
For rationalization of operation		1.2	5.4	5.9	6.6	6.7
Internal control and risk management		0.7	3.5	4.8	6.0	7.4
System integration		5.8	7.6	7.6	7.7	7.7
Cost-to-income ratio (OHR)	61.6%	50.2%	52.3%	52.3%	51.5%	49.7%
Ratio of base expense to income		49.1%	49.0%	47.9%	46.6%	44.7%

#### ✓ Active control of operating expenses (Image)



#### √ Factorial analysis

[Personnel expense]

Incentive salary competitive enough to attract talented people

[Non-personnel expense]

(Base expense)

Continue strategic purchasing putting into place a principle of competition

(Non-base expense)

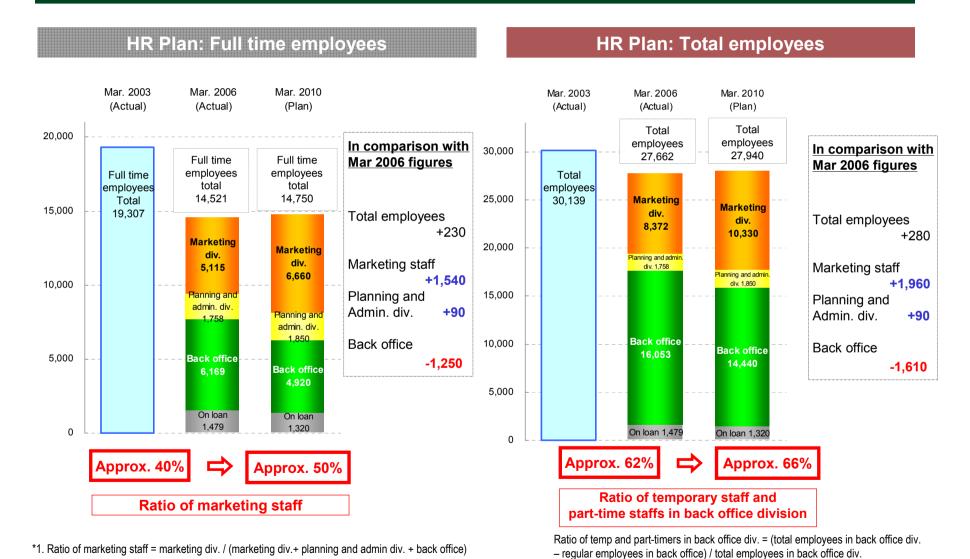
Budget freed up with a reduction in base expense is utilized for strategic purposes such as rationalizing operations, strengthening risk management, and integrating IT systems

#### Examples of non-base expense

	•						
Ме	asures to strengthen products and services	17.8bn (FY2009)					
	Restructure internet banking						
	New products (scoring-based loan product,	etc)					
	Strengthen call center functions						
	Improve CRM system						
	Strengthen marketing activities in each area						
	HR developments						
Ме	asures to rationalize operations	6.7bn (FY2009)					
	Operational reforms at branch offices	_					
Inte	Internal control and risk management 7.4bn (FY2009)						
	Implementation effective internal control						
	Information security						

# **Strengthen Sales Force without Increasing Total Headcount**

## Redeploy headcount freed-up through operational reform to marketing divisions



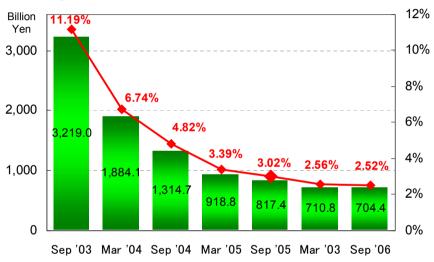
Resona Holdings, Inc.

# **Quality-conscious Loan Portfolio Management**

### Drastic clean-up of loan portfolio significantly reduced risk factors for future earnings

# [Trend of NPL ratio (Financial Reconstruction Law Criteria)] (Total of group banks)

✓ NPL ratio declined to 2.52% Bring down the ratio further to below 2% under the New Plan



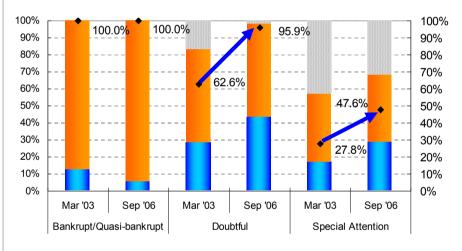
#### [Diversification of loan portfolio into small lots]

- ✓ Housing loan ratio exceeded 40%
   (Mar 2003) 28.9% → (Sep 2006) 41.6%
- ✓ Number of large borrowers, who were responsible for much of the past credit expenses, declined sharply Number of Resona Bank's borrowers with ¥10bn or higher loan obligation [Sep. 2003] 180 borrowers → [Sep 2006] 102 borrowers

## [Loan loss reserves]

(Total of group banks)

- ✓ Sufficient buffer provided against possible deterioration
  of the remaining NPLs.
- Uncovered portion
- Collateral, guarantees, etc.
- Reserves
- ◆ Reserve ratio against uncovered portion (right scale)



Normalized credit cost of approx. ¥60bn (20bps) is expected during the New Plan period

## **Pursue Group Synergies**

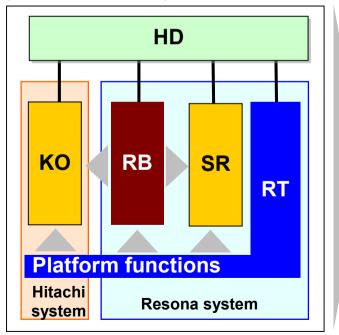
### Management policy of subsidiary banks during the New Plan period

- Maintain the current group structure throughout the New Plan period
- Continue adopting a dual brand strategy in the Osaka market with RB and KO as a separate entity (HD and KO will establish a joint-committee to give considerations to Kinki Osaka Bank's growth strategy in the Osaka market.)

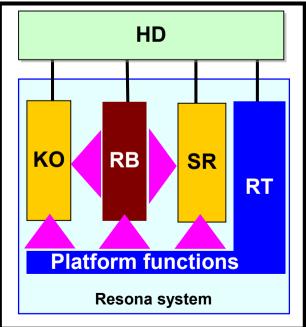
### Pursue synergies via effective use of common platform functions and integrated group system

- Make the best use of the trust functions of RT (pension and corporate trusts) and RB (real estate)
- Higher efficiency and customer convenience realized through integration of systems and business processes

#### (Current structure)



## (After systems integration)



#### [Integration schedule]

July 2008 (planned) [Necessary cost] ¥18bn Initial investment: ¥13bn One-time expense: ¥5bn

Adopting the Resona System, KO can save up to ¥3bn per annum in comparison with alternative options for its system renewal.

HD: Resona Holdings, RB: Resona Bank, SR: Saitama Resona Bank, KO: Kinki Osaka Bank, RT: Resona Trust & Banking

## Resona's Differentiation Strategy: Area Management System

## Unique approach to create customer value and maximize profits simultaneously

Credit cost to decline further

#### **Monthly Performance Measurement Major Features** ■ Bottom line-based performance measurement System adopted by Resona Bank Operating expenses and credit cost must also Divided Japan into 12 areas be curtailed to report a good result > Autonomous management by Area CEOs Area Management resources comparable CEO to a regional bank Clear profit responsibility Asset scale > Human resource management Top management's will more easily conveyed Synergy and competition among areas Area Sharing best practices CEO Incentive salary system HQ business units extend various support **Examples of Area Initiatives Delegated decision-making** Area authorities CEO Area-specific products > Investment trusts investing in specific-area companies Creation of a new area market **Relationship Banking** > REENAL project Local sales personnel who know the customers best will Area-specific alliances make decisions > Industry and academia cooperation Offer "tailored services" and "speed" to attract customers Collaboration with local Products and services suited for each area venture capital firms

Top

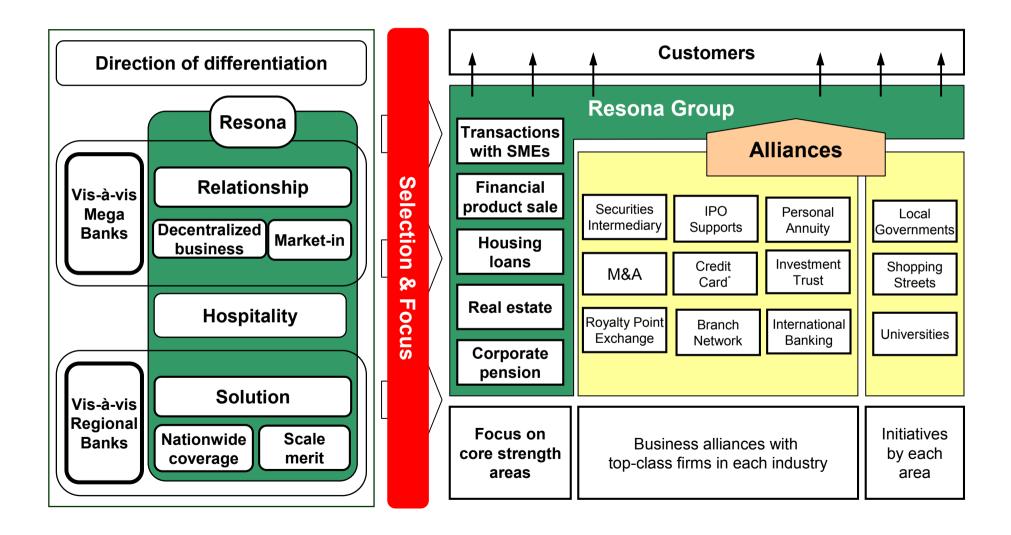
Management

Head

Office

## Resona's Differentiation Strategy: Resona Group-led alliances

Pursue Resona Group-led alliances making the most of non-affiliation with any Zaibatsu groups



## Resona's Differentiation Strategy: Operational Reform (Resona Bank)

## Maximize profits at branch offices through drastic operational reform

Detach back-office work from the branch offices and redefine it as a place for marketing activities

#### **Enhance PH Productivity**

- Next-generation branch office
- Appoint designated salesperson
- Utilizing customer information (CRM system)



#### Increase sales force

Employees relieved from back-office clerical work through operational reforms will be redeployed to marketing divisions



Maximization
of profits
at branch
offices

## Rationalize business processes for low-cost operations

✓ Break away from the high cost structure inherent in retail banking business

Reform at teller counters

- Concentrating back-office works
- Increase automated processing

Reform in back offices

- · Clearly define the roles of back offices
- Standardization

Paperless communication

 Encourage shifts from paper-based communication to web-based communication

Improvements in the quality of administration

#### Goals

- Halve the clerical work volume at branch offices by March 2008
- Reduce the clerical work volume at back offices by 20% by March 2010

Reduce errors and mistakes

## Resona's Differentiation Strategy: Branch Reform (Resona Bank)

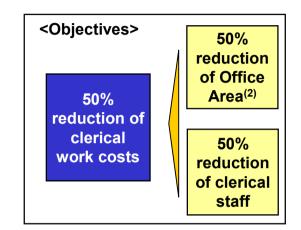
## Business Processing Reformation (BPR)<sup>(1)</sup> in branch offices

- Zero waiting time
- No transaction slips and seal impression
- No back-office staff

Storefront Introduction of "module box"

Cash Handling Cash transactions handled by ATMs

Back Office Reorganize branch back office operations into area clusters



### Comparison of office layouts before and after the modification

[BEFORE]





[AFTER]

<sup>(1)</sup> Enlargement of marketing area: Approx. 66 square meters  $\ \square$  Approx. 132 square meters (Doubled)

<sup>(2)</sup> Cutback in office space: Approx. 132 square meters 

Approx. 66 meters (Halved)

# **Layout of Next Generation Branch Offices**



# Resona's Differentiation Strategy: Service Reform

To become the bank that customers choose in the age of mega competition for service quality

## **Establish corporate culture prioritizing customers**

- (1) Understand customers better
- (2) Think from a customer's viewpoint
- (3) Provide customers with tailored services

**Hospitality** 

Employees' Mind and Corporate Culture Reforms

Resona VOC Activities (Voice of Customers)

Provide better quality services

Train personnel with ability to deliver proposals that exceed customers' expectation

Improve quality of products and services further

Bank that makes the best impression on customers

Bank most trusted by customers

## **Continue Efforts to Improve HR Management System**

#### Training "professional" staff

- ✓ Capability to deliver solutions
  - > Effective training programs for each business line
  - ➤ Organic HR management system, comprised of autonomous career developments, assignments, education and OJT programs
- ✓ Management communication skills for administrative-position employees
  - Training programs for coaching and management

Flexible HR management centered around the work front

## **Invigoration of Human Resources**

- √ Competitive compensation system
  - Incentive salary linked to business performance
  - > Compensation linked to responsibility and achievements
- ✓ Work environment and HR system caring for the balance between work and life
- √ Positioning based on autonomous career developments
  - Expand in-house staff recruitment system
     (Free Agent and Post Challenge systems)
  - Multi-paths career developments and career seminars

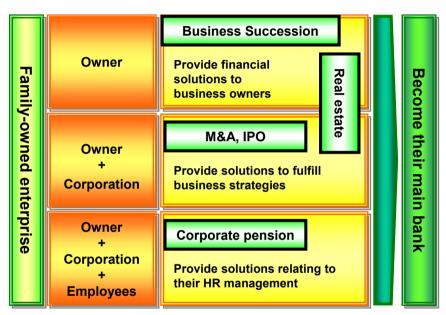
#### **Maximum utilization of Human Resources**

- ✓ Shift people from the back office to marketing divisions through operational reforms
- ✓ "Selection and focus" based on distinctive features of area market and appropriate posting of staff
- ✓ Diversity management
  - Incentives for middle-aged and elderly employees (Diverse duty assignments, compensation, etc.)
  - ➤ Appointments of female employees to high posts
  - ➤ Fair opportunity for part-time and temp. staffs to become regular employees

## Focus on 5 Core Businesses: Transactions with SMEs (Resona Bank)

# Differentiation driven by unique functions and regional focus

✓ Promoting transactions with family-owned enterprises



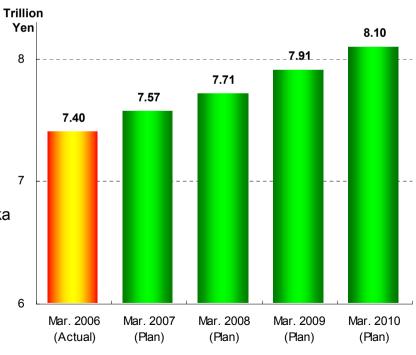
- ✓ With strengthened supports from the head office, offer customers state-of-the-art financial solutions Establish designated solution divisions both in Tokyo and Osaka
- ✓ Enhance efficiency in transactions with small enterprises

  Core channel: SME support centers

  Core products: New business loan, loans backed by local
  quarantee associations

## **Expand corporate client base**

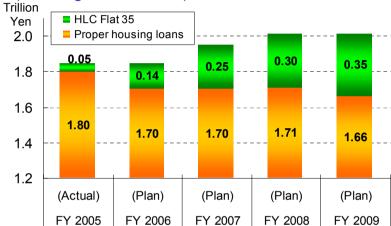
- ✓ Main target: SMEs with annual sale amount of ¥0.5bn or above (Approx. 20,000 clients at present)
   Target: Increase 5,000 clients
- ✓ Increase term-end balance of loans to SMEs by ¥0.7tn (From Mar 2006 to Mar 2010)



## Focus on 5 core businesses: Loans to individuals

## Extend ¥2tn of new housing and consumer loans a year

# Amount of housing loans to be extended (including HLC "Flat 35")



- √ Build up a new housing loan business infrastructure
- >Establish a nationwide coverage of the business Bank agency system, alliances with housing industry association, etc
- >Expand HL business channels and strengthen their functions

Internet, special channel for housing loans

>Offer products and services catering to various customer needs

HLC "Flat 35" for long-term fixed rate housing loan needs HL with three major diseases security insurance HL designed for women

HL designed for women

Large-scale reform loan

>Develop non-interest income business
Active promotion of HLC Flat35, non-recourse loan, etc

# Balance of heavy promotion consumer loan products to exceed ¥100bn

Plan to increase heavy promotion consumer loan products (ATM card loan, new scoring-based product, loan product with third-party guarantee)



- ✓ Measures to build up a new pillar for profits
- >Develop Resona's own scoring-based screening model
  Pile up screening know-how and apply to new products
  Strengthen risk management capability
  Appropriate responses to amendments of relevant laws
- >Remote channels (ATM, internet and telephone, etc)
  Low-cost operations

Quick application process, enhanced customer convenience

## Focus on 5 core businesses: Sale of financial products

Felated income to exceed ¥50bn

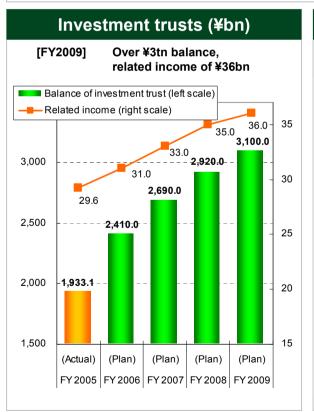
Cross selling utilizing CRM system

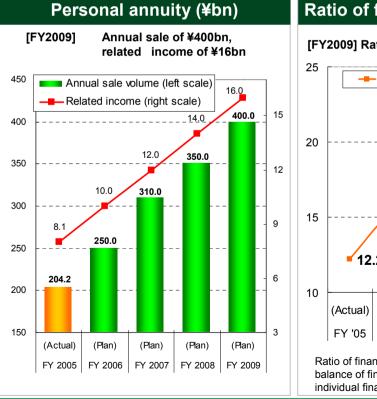
Increase sales force

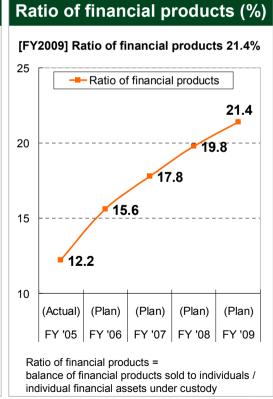
Next-generation branch office

Expanded product line-up through alliances

Strengthen the existing marketing system to ensure customer protection

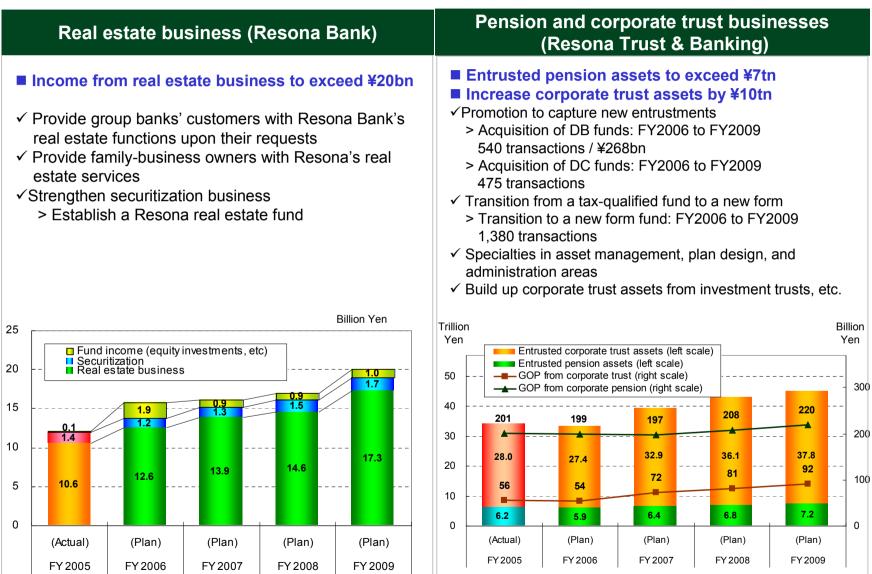






## Focus on 5 Core Businesses: Real Estate, Pension and Corporate Trust Businesses

Leverage trust functions as a common group platform (group synergies)



## **Amendments to the Articles of Incorporation Relating to Capital Policy**

# Board of directors to be given decision making authorities for dividends payments and repurchase of own stocks

- ✓ Dividends payments to be determined by the board of directors (same as before)
- √ Board of directors authorized to make decisions on share repurchases

### Authorization to be given to the Board of Directors for the issuance of new preferred stocks

	Туре	Number of shares (Upper limit)	Issue price per share (Upper limit)	Voting rights	Right to request conversion	Mandatory conversion	Issuer's right to acquire the shares		
Class 4 Class 5 Class 6 Class 7 Class 8	Non- convertible preferred stock	Up to 100,000 shares per each class	3,500,000 yen	Only when dividends are not paid	No	No	(with each)	<ul> <li>◆ Holders not having any rights to request conversion into common shares</li> <li>◆ Class 4 was issued in August 2006</li> </ul>	
Class 9	Convertible Preferred Stock	ferred Up to 100,000   3,500,000 yen No		No	Yes	No	Yes (with cash and common shares)	Holders having a right to request conversion into common shares. However, issuer is allowed to exercise a right to redeem the shares with cash (up to par value, or issue price) and common shares (premium, or over par portion).	
Total		600,000 shares	_	_	-	-	_	-	

## **Efforts toward Early Repayments: Achievements in 1H FY2006**

### Accelerated accumulation of financial resources for repayments

- ✓ Resources for repayments (retained earnings plus other capital surplus) increased more than ¥450bn since the beginning of fiscal 2006
  - > Total net income of subsidiary banks for the 1H (including DTA-related gain)
- + ¥425.0bn

➤ Issuance of Class 4 preferred stock

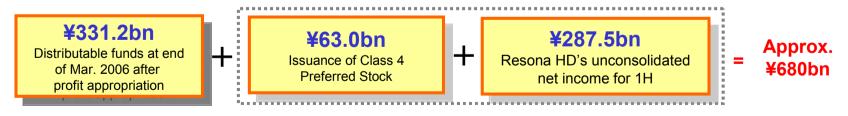
+ ¥ 63.0bn

> Term-end dividends for fiscal 2005 paid by RHD (common and preferred)

- ¥ 31.4bn

### Early repayments of the Early Strengthening Law preferred stocks appear to be attainable

- ✓ Combined retained earnings at ¥1.18tn as of the end of September 2006
- ✓ RHD, on a standalone basis, secured approx. ¥680bn of funds available for share repurchases



- ✓ Early repayments of the ESL preferred stocks look achievable (infusion amount: ¥868bn)
  - ➤ Board of Directors was authorized by the AGM to increase the repurchase limit of ¥250bn for this fiscal year.

# Public Fund Preferred Stocks (Issued under the Early Strengthening Law)

#### (As of January 26, 2007)

	Class B Preferred Stock	Class C Preferred Stock	Class E Preferred Stock	Class F Preferred Stock	
Original issuer and name of securities	Daiwa Bank Class B Series 1	Kinki Osaka Bank Series 1	Asahi Bank Series 1 Class 2	Asahi Bank Series 2 Class 2	
Original issue date	3/31/1999	4/26/2001	3/31/1999	3/31/1999	
Current number of shares	272,202 shares	120,000 shares	9,576 shares	80,000 shares	
Issue price per share	JPY 600,000	JPY 500,000	JPY 1,250,000	JPY 1,250,000	
Total amount of financing at present	JPY 163.3 Billion	JPY 60 Billion	JPY 11.9 Billion	JPY 100 Billion	
Shareholders	RCC	RCC	RCC	RCC	
Preferred dividend					
Dividend per share	JPY 6,360	JPY 6,800	JPY 14,380	JPY 18,500	
Yield	1.06%	1.36%	1.1504%	1.48%	
Conversion rate					
Convertible period	6/30/1999	1/1/2002	7/1/2002	7/1/2003	
	3/31/2009	3/31/2015	11/30/2009	11/30/2014	
Determination of conversion	Rate	Price	Price	Price	
Current conversion price	(JPY 369,914)	JPY 338,400	JPY 360,400	JPY 360,400	
Current conversion rate	1.622	(1.478)	(3.468)	(3.468)	
Adjustment of conversion rate					
Adjustment date	6/30	1/1	7/1	7/1	
Adjustment direction	Upward/Downward	Upward/Downward	Upward/Downward	Upward/Downward	
Cap rate	3.429	(2.999)	(3.475)	(3.475)	
Floor rate	-	-	-	-	
Cap price	-	-	-	-	
Floor price	(JPY 174,978)	JPY 166,700	JPY 359,700	JPY 359,700	
Start of market price calculation	45 trading days before	45 trading days before	45 trading days before	45 trading days before	
Calculation period	30 trading days	30 trading days	30 trading days	30 trading days	
Mandatory conversion					
Mandatory conversion date	4/1/2009	4/1/2015	12/1/2009	12/1/2014	
Conversion rate	JPY 600,000/Market Price	JPY 500,000/Market Price	JPY 1,250,000/Market Price	JPY 1,250,000/Market Price	
Start of market price calculation	45 trading days before	45 trading days before	45 trading days before	45 trading days before	
Calculation period	30 trading days	30 trading days	30 trading days	30 trading days	
Floor price	JPY 100,000	JPY 166,700	JPY 359,800	JPY 359,800	

# **Preferred Stocks Issued under the Deposit Insurance Law in 2003**

#### (As of August 1, 2006)

	Class 1 Series 1 Preferred Stock	Class 2 Series 1 Preferred Stock	Class 3 Series 1 Preferred Stock		
Voting right	Granted	Granted	Granted		
Original total amount of financing	JPY 550,000,000,000	JPY 563,561,572,200	JPY 550,000,000,000		
Actual issue price per share based on exchange ratio	JPY 200,000	JPY 200,000	JPY 200,000		
Current number of shares	2,750,000 shares	2,817,808 shares	2,750,000 shares		
Preferred dividend yield	Libor (1y) + 50bp	Libor (1y) + 50bp	Libor (1y) + 50bp		
Convertible period	After July 1, 2006	After July 1, 2008	After July 1, 2010		
Initial conversion price	JPY348.100	Market price of Common Stock	Market price of Common Stock		
	37 1340,100	at beginning of conversion period	at beginning of conversion period		
Reset of conversion price	Aug. 1 every year after	Nov. 1 every year after	May. 1 every year after		
	beginning of conversion period	beginning of conversion period	beginning of conversion period		
Terms of reset	Upward/Downward	Upward/Downward	Upward/Downward		
Floor conversion price	JPY 28,000	JPY 20,000	JPY 17,000		

# Maturity Ladder of Deposit and Loans (Resona Bank, Domestic Operations)

Loans and Bills Discounted						Deposits					
[End of March 2006]			Loans	17.93tn	[End of March 2006]				Deposits	19.20tn	
	Within 6M	6 to 12M	1 to 3Y	Over 3Y	Total		Within 6M	6 to 12M	1 to 3Y	Over 3Y	Total
Fixed rate	3.3%	4.0%	11.4%	5.2%	23.9%	Liquid deposits	64.6%				64.6%
Prime rate-based	42.4%	1.0%	0.0%	0.0%	43.4%	Time deposits	14.7%	7.9%	8.4%	4.4%	35.4%
Market rate-based	24.9%	2.6%	2.5%	2.6%	32.7%	Total	79.4%	7.9%	8.4%	4.4%	100.0%
Total	70.6%	7.6%	13.9%	7.9%	100.0%						
Loans maturing within 1 year [End of September	78.2%			Loans	17.92tn	[End of September	20061			Deposits	18.50tn
End of September	,	C to 42M	1 to 3Y	Over 3Y		[End of September	Within 6M	6 to 12M	1 to 3Y	Over 3Y	
	Within 6M				Total			6 to 12ivi	1 10 31	Over 31	Total
Fixed rate	4.1%	4.2%	10.9%	5.3%	24.5%	Liquid deposits	62.4%				62.4%
Prime rate-based	41.2%	0.1%	0.0%	0.0%	41.3%	Time deposits	17.2%	8.7%	8.6%	3.2%	37.6%
Market rate-based	26.2%	2.8%	2.8%	2.4%	34.2%	Total	79.6%	8.7%	8.6%	3.2%	100.0%
Total	71.4%	7.1%	13.7%	7.8%	100.0%						
Loans maturing within 1 year	78.6%										
[Change in 1H of FY2006]			Loans	(0.01)tn	[Change in 1H of F	Deposits	(0.70)tn				
	Within 6M	6 to 12M	1 to 3Y	Over 3Y	Total		Within 6M	6 to 12M	1 to 3Y	Over 3Y	Total
Fixed rate	0.7%	0.2%	-0.5%	0.1%	0.6%	Liquid deposits	-2.3%				-2.3%
Prime rate-based	-1.2%	-0.9%	0.0%	0.0%	-2.1%	Time deposits	2.5%	0.8%	0.1%	-1.1%	2.3%
Market rate-based	1.3%	0.2%	0.3%	-0.2%	1.5%	Total	0.2%	0.8%	0.1%	-1.1%	0.0%
Total	0.8%	-0.5%	-0.2%	-0.1%	0.0%	1				I	
Loans maturing	0.4%		<del></del>								

0.4%

within 1 year

The forward-looking statements contained in this presentation may be subject to material change due to the following factors.

These factors may include changes in the level of stock price in Japan, any development and change related to the government's policies, laws, business practices and their interpretation, emergence of new corporate bankruptcies, changes in the economic environment in Japan and abroad and any other factors which are beyond control of the Resona Group.

These forward-looking statements are not intended to provide any guarantees of the Group's future performance. Please also note that the actual performance may differ from these statements.