

Shinsei PowerCall - About the recording to guide -

If you enter the numbers below, you can listen to the information you need without waiting for the recording to guide you. Please keep your cash card and PIN notice handy when you call. We require branch number, account number, Pin code. ID number = Branch code (3 digits)+ Account number (7 digits) + Your cash card PIN (4 digits)

| Main menu | Sub menu 1 | Sub menu 2 | Service content | ID | Response type | |
|--|---|--|-----------------|--------|---------------|--|
| 1 Report on cash card loss or financial fraud | | | | | | |
| 2 Inquiries about Internet banking | | | | | | |
| Change of PIN code, address, withdrawal limits etc. | 1 Change of PIN *1 | | | ● | | |
| | 2 Change of address, withdrawal limits *2, 3 | | | | | |
| | 9 To listen to the options again | | | | | |
| | 0 To go back to the main menu | | | | | |
| | | | | | | |
| 4 Wire transfer | 1 Domestic wire transfer | | | | | |
| | 2 International wire transfer to a pre-registered account | | | | | |
| | 8 Other international wire transfer | | | | | |
| | 9 To listen to the options again | | | | | |
| | 0 To go back to the main menu | | | | | |
| 5 Japanese Yen account | 1 Yen savings account | 1 inquiries about account balance *4 | | ● | | |
| | | 2 transactions of your Yen savings account | | ● | | |
| | | 8 others | | | | |
| | | 9 To listen to the options again | | | | |
| | | 0 To go back to the main menu | | | | |
| | 2 2 weeks maturity deposit in Japanese Yen | 1 inquiries about account balance | | | ● | |
| | | 2 To open a 2 weeks maturity deposit in Japanese Yen | | | ● | |
| | | 3 Early-withdrawal or changing maturity date instruction | | | | |
| | | 8 others | | | | |
| | | 9 To listen to the options again | | | | |
| | 0 To go back to the main menu | | | | | |
| | 3 PowerYokin | | | | | |
| | 4 Yen time deposit | 1 inquiries about account balance | | | ● | |
| | | 8 others | | | | |
| | | 9 To listen to the options again | | | | |
| 0 To go back to the main menu | | | | | | |
| 8 others | | | | | | |
| 9 To listen to the options again | | | | | | |
| 0 To go back to the main menu | | | | | | |
| 6 Foreign currency account inquiry, exchange rate inquiry, or a foreign currencies exchange transaction *5 | 1 exchange rate | | Menu 1 | Menu 2 | ● | |
| | 2 Foreign currency buying and selling | 1 Purchasing the foreign currency | Menu 1 | Menu 2 | ● | |
| | | 2 Selling the foreign currency | Menu 1 | Menu 2 | ● | |
| | | 8 others | | | | |
| | | 9 To listen to the options again | | | | |
| | | 0 To back to the main menu | | | | |
| | 3 Foreign currency savings account | 1 inquiries about account balance | Menu 1 | Menu 2 | ● | |
| | | 2 transaction details about deposit and withdrawal | Menu 1 | Menu 2 | ● | |
| | | 8 others | | | | |
| | 9 To listen to the options again | | | | | |
| | 0 To go back to the main menu | | | | | |
| | 4 Foreign currency time deposit | 1 inquiries about account balance | Menu 1 | Menu 2 | ● | |
| 8 others | | | | | | |
| 9 To listen to the options again | | | | | | |
| 0 To go back to the main menu | | | | | | |
| 8 others | | | | | | |
| 9 To listen to the options again | | | | | | |
| 0 To go back to the main menu | | | | | | |
| 8 Others | 1 Operator | | | | | |
| | 2 Home mortgages *6 | | | | | |
| | 3 Sales and Privacy Policies | 1 Privacy policy | | | ● | |
| | | 2 Sales policy | | | ● | |
| | | 9 To listen to the options again | | | | |
| 0 To go back to the main menu | | | | | | |
| 9 To listen to the options again | | | | | | |
| 0 To go back to the main menu | | | | | | |
| 9 To listen to the options again | | | | | | |

| Menu 1 |
|----------------------------------|
| 1 USD |
| 2 AUD |
| 3 NZD |
| 4 EUR |
| 8 Other (To Menu 2) |
| 9 To listen to the options again |
| 0 To go back to the main menu |

| Menu 2 |
|-----------------------------------|
| 1 GBP |
| 2 ZAR |
| 3 CAD |
| 4 CNY |
| 5 SGD |
| 6 HKD |
| 7 TRY |
| 8 NOK |
| 9 BRL |
| 77 To listen to the options again |
| 0 To go back to the main menu |

●...Bank account number and ID number input ID number = Branch code (3 digits) + Account number (7 digits) + Your cash card PIN (4 digits)
...Operator ...Automated voice

The services may be changed without notice.

*** 1 Change of PIN** ■Your PIN should not be easy to guess and should not contain your birthday or telephone number. If you change your PIN after 9:00 p.m., your new PIN will be effective the following morning.
*** 2 Change of name, address and phone number** ■You are able to apply for a change of name/address/telephone number. If you have an investment trust account or Shinsei Securities account, please contact PowerCall for change of address. We will send you an "Address change form" to your new address. Please send this form back to us along with the necessary ID. You are also able to download the form from our website.
*** 3 Change of ATM withdrawal limit, domestic fund transfer limit, and PowerYokin transfer limits.** ■You can change the limit via PowerDirect (internet banking) up to JPY 2 million.
*** 4 Account Balance** ■If you have many products with us, you will not be able to check the account balance for certain time-deposits by automated voice message. In this case, an operator will answer your inquiry.

*** 5 Trading foreign currencies**
**【The maximum and minimum amount for each foreign exchange transaction using the automated voice】(Maximum) weekdays: amount equivalent to JPY 5 million, Weekends and holidays etc.* : Amount equivalent to JPY 2 million. (Minimum) Amount equivalent to JPY 1,000. The selling of foreign currency using the automatic voice recording can only be done in units of 1 basic currency unit (selling foreign currency in fractions less than one basic currency unit is not accepted). * 'Weekends and holidays etc.' means from around 7:00 a.m. on Saturdays to around 7:00 a.m. on Mondays (Japan Time)and when foreign exchange market is closed.
【Minimum amount of foreign currency transactions with an operator】
 *Amount equivalent to JPY 1,000 per transacting between yen and a foreign currency.
 *Units of 10 basic currency per transaction between foreign currencies.
*** 6 Home mortgages and card loans** ■Acceptance times differ depending on the type of inquiry. Please visit the Shinsei website or call PowerCall for details.**