

Revision to the Customer Agreements on PowerFlex

Customer Agreements on PowerFlex will be revised as follows on Wednesday, January 4, 2023.

■ Targets agreements:

- Customer Agreement on PowerCall for PowerFlex Account
- Customer Agreement on PowerDirect

■ Revises parts are colored in red

Customer Agreement on PowerCall for PowerFlex Account

Before revision	After revision
9. Confirmation of the Contents of Transaction (2) A notice regarding contents of transfer of funds using the Service will be sent to the registered address of User in Account Statement format or other format prescribed by the Bank, within the period as prescribed by the Bank. Please confirm the contents of the transaction.	9. Confirmation of the Contents of Transaction (2) A notice regarding contents of transfer of funds using the Service will be provided to the User in Monthly Statement format or other format/methods prescribed by the Bank, within the period as prescribed by the Bank. Please confirm the contents of the transaction.

END

Customer Agreement on PowerDirect

Before revision	After revision
1. Details of Shinsei PowerDirect Service Shinsei PowerDirect (hereinafter, the "Service") may be used when the customer uses services or conducts transactions prescribed by the Bank, including the following internet banking services and transactions, by making a request through a computer terminal (limited to the Bank-designated terminal such as PC and smartphone which enables the User to access and browse the Internet including a smartphone application (PowerDirect Application, a smartphone application	1. Details of PowerDirect Service PowerDirect (hereinafter, the "Service") may be used when the customer uses services or conducts transactions prescribed by the Bank, including the following internet banking services and transactions, by making a request through a computer terminal (limited to the Bank-designated terminal such as PC and smartphone which enables the User to access and browse the Internet including a smartphone application (SBI Shinsei Bank Application, a smartphone application

provided by the Bank shall be referred to as the “Application” hereinafter. Hereinafter the same in this Customer Agreement.) Furthermore, in order to use the Financial Instruments Brokerage Services through **Shinsei** PowerDirect, the User needs to open a financial instruments brokerage account at an affiliated securities company in advance. As a sales agent, the Bank will also receive applications for individual annuity insurance via the Service and, when an insurance company which has separately concluded an agent entrustment contract with the Bank (hereinafter, the “Underwriting Insurance Company”) decides to underwrite the insurance contract, the contract will be concluded between the User and the Underwriting Insurance Company. A User must open an exclusive card loan account with the Bank with the Bank’s consent to enter into card loan transactions. However the available services depend on the computer terminals. Some types of the Service prescribed by the Bank are not available with the Application and some types of the Service prescribed by the Bank are only available with the Application. The types and details of the Service may be revised or abolished due to the Bank’s reasons.

(1) Inquiry Service

(i)~(ii) (Omitted)

(iii)(New)

(2) Fund Transfer Transactions

(i)~(v)(Omitted)

(vi)(New)

(5) Services for Changes

provided by the Bank, shall be referred to as the “Application” hereinafter. Hereinafter the same in this Customer Agreement.) Furthermore, in order to use the Financial Instruments Brokerage Services through PowerDirect, the User needs to open a financial instruments brokerage account at an affiliated securities company in advance. As a sales agent, the Bank will also receive applications for individual annuity insurance via the Service and, when an insurance company which has separately concluded an agent entrustment contract with the Bank (hereinafter, the “Underwriting Insurance Company”) decides to underwrite the insurance contract, the contract will be concluded between the User and the Underwriting Insurance Company. A User must open an exclusive card loan account with the Bank with the Bank’s consent to enter into card loan transactions. However, the available services depend on the computer terminals. Some types of the Service prescribed by the Bank are not available with the Application and some types of the Service prescribed by the Bank are only available with the Application. The types and details of the Service may be revised or abolished due to the Bank’s reasons.

(1) Inquiry Service

(i)~(ii) (No change)

(iii) **Securities Balance Inquiries**

Among the affiliated securities companies, securities balance inquiries addressed to those prescribed by the Bank.

(2) Fund Transfer Transactions

(i)~(v)(No change)

(vi) **Changes in the handling method on maturity of and cancellation before maturity of 2 Weeks Maturity Deposits and fixed-term yen deposits Transactions for changing the method of continuing on maturity, 2 Weeks Maturity Deposits or fixed-term yen deposits in the User Account and, in cases where the Bank acknowledges as unavoidable, transactions for crediting, to the Yen Savings Deposit of the User Account, the proceeds of 2 Weeks Maturity Deposits or fixed-term yen deposits in the User Account after cancelling them before maturity.**

(5) Services for Changes

The Bank undertakes procedures for changes designated by the Bank, such as a change to the withdrawal ceiling per day via automatic teller machines and automatic paying machines of the Bank and its affiliates.

(7) Messaging service

Messaging service refers to sending inquiries to the Bank about PowerFlex transactions and other transactions and services for the Bank's individual customers and receiving their responses and other information from the Bank (hereinafter, the "Messaging Service".)

8. Identity Confirmation

(1) When logging in to the Service, the User is required to enter a 10-digit number consisting of the 3-digit branch code and the 7-digit account number (hereinafter, the "Account Number") and the PowerDirect Password on the **Shinsei** PowerDirect screen using a computer terminal. When the Bank confirms the entered Account Number and the PowerDirect Password to be correct, the Bank will deem that the individual who has entered those numbers or letters is the User him/herself and shall provide the Service and effect transactions.

Depending on the types of the Service or transactions, entering of prescribed information such as the PIN **and** letters or figures designated by the Bank at each login on the back side of the Security Card issued by the Bank when opening an account and registered by the User (hereinafter, the "Security Card Value") and additional identity confirmation designated separately by the Bank may be required for using the Service or transactions.

(2) If the Bank provides the Service after confirming that the Account Number, the Power Direct Password, the PIN and the Security Card Value, etc. entered in the computer by the method designated by the Bank match the Account Number, the Power Direct Password, the PIN and the Security Card Value, etc. registered with the Bank, the Bank shall not be held liable for any damages caused by their unauthorized use or other incidents. The Power Direct Password, the PIN and the

The Bank undertakes procedures for changes designated by the Bank, such as a change to the withdrawal ceiling **or a change to the limit on remittance amount** per day via automatic teller machines and automatic paying machines of the Bank and its affiliates.

(7) Messaging service

Messaging service refers to sending inquiries **or sending notices/applications** to the Bank about **transactions and services prescribed by the Bank which are among** PowerFlex transactions and other transactions and services for the Bank's individual customers and receiving their responses and other information from the Bank (hereinafter, the "Messaging Service".)

8. Identity Confirmation

(1) When logging in to the Service, the User is required to enter a 10-digit number consisting of the 3-digit branch code and the 7-digit account number (hereinafter, the "Account Number") and the PowerDirect Password on the PowerDirect screen using a computer terminal. When the Bank confirms the entered Account Number and the PowerDirect Password to be correct, the Bank will deem that the individual who has entered those numbers or letters is the User him/herself and shall provide the Service and effect transactions.

Depending on the types of the Service or transactions, entering of prescribed information such as the PIN, **the registered cellphone number (meaning the cellphone number registered in advance through the method prescribed by the Bank; the same shall apply hereinafter) and date of birth** or letters or figures designated by the Bank at each login on the back side of the Security Card issued by the Bank when opening an account and registered by the User (hereinafter, the "Security Card Value") and additional identity confirmation designated separately by the Bank may be required for using the Service or transactions.

(2) If the Bank provides the Service after confirming that the Account Number, the Power Direct Password, the PIN, **the registered cellphone number, date of birth** and the Security Card Value, etc. entered in the computer by the method designated by the Bank match the Account Number, the Power Direct Password, the PIN, **the registered cellphone number, date of birth** and the Security Card Value, etc. registered with the Bank, the Bank shall not be held liable for any

<p>Security Card should be strictly maintained confidential at the responsibility of the User and handled carefully to avoid disclosure, loss or theft. If the User suspects any theft of the Power Direct Password, the PIN and/or the Security Card, please immediately contact the call center, to which you will be connected via the telephone number designated by the Bank as "Shinsei PowerCall" (hereinafter referred to as the "Bank Contact Center").</p>	<p>damages caused by their unauthorized use or other incidents. The Power Direct Password, the PIN and the Security Card should be strictly maintained confidential at the responsibility of the User and handled carefully to avoid disclosure, loss or theft. If the User suspects any theft of the Power Direct Password, the PIN and/or the Security Card, please immediately contact the call center, to which you will be connected via the telephone number designated by the Bank as "PowerCall" (hereinafter referred to as the "Bank Contact Center").</p>
<p>(3) if an incorrect Power Direct Password, the PIN or Security Card Value is entered for a prescribed number of times, all or part of the Service shall be suspended. In order to re-commence the suspended Service, please conduct the necessary procedures to release the suspension, or to change the Power Direct Password, the PIN or Security Card Value.</p>	<p>(3) If an incorrect Power Direct Password, the PIN, registered cellphone number, date of birth or Security Card Value is entered for a prescribed number of times, all or part of the Service shall be suspended. In order to re-commence the suspended Service, please conduct the necessary procedures to release the suspension, or to change the Power Direct Password, the PIN or Security Card Value.</p>
<p>15. Request, Acceptance and Completion of Inquiry Services (1) ~ (2) (Omitted) (3) (New)</p>	<p>15. Request, Acceptance and Completion of Inquiry Services (1) ~ (2) (No change) (3) Method of Securities Balance Inquiry Securities balance inquiry shall be subject to the provisions of Paragraph (1) above and are available when the User applies for the inquiry service through the method prescribed by the affiliated securities company and agrees with the rules set forth by the affiliated securities company, and when the affiliated securities company accepts the application. The securities balance will be displayed on the screen of the Service when the inquiry service becomes available.</p>
<p>17. Exemption of Liabilities (1) (vii) Where Investment Trust Transactions are delayed or cannot be executed, because the revocation of the license or other administrative disciplinary actions are issued to the company entrusted with investment trusts; the Electronic Clearing House in observing its rules takes procedures to suspend transactions between the company and banks/similar institutions; the company has become unable to pay debts or application or petition is submitted for the commencement of legal bankruptcy proceedings, such as bankruptcy proceedings, civil rehabilitation proceedings or special liquidation proceedings</p>	<p>17. Exemption of Liabilities (1) (vii) Where Investment Trust Transactions are delayed or cannot be executed, because the revocation of the license or other administrative disciplinary actions are issued to the company entrusted with investment trusts; the Clearing House in observing its rules takes procedures to suspend transactions between the company and banks/similar institutions; the company has become unable to pay debts or application or petition is submitted for the commencement of legal bankruptcy proceedings, such as bankruptcy proceedings, civil rehabilitation proceedings or special liquidation proceedings</p>

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