

(Provisional translation)

February 7, 2020

### Request for the Implementation of Measures against COVID-19 (Novel Coronavirus) Outbreak

In response to the spread of COVID-19 (Novel Coronavirus) in the People's Republic of China, the Japanese government established the Headquarters for Novel Coronavirus Disease Control on January 30 and has since been implementing measures against the disease in a comprehensive and forceful manner.

The World Health Organization (WHO) also declared the coronavirus outbreak a global health emergency before dawn on January 31 (Japan time).

Amid these situations, in consideration of the infection status within and outside Japan and the impact of the disease on companies, we request that you do the following and make all your members aware of the need to do so.

1. Work to collect information about COVID-19 and other related information as provided by the Ministry of Health, Labour and Welfare, the Ministry of Foreign Affairs and others.
2. As part of measures against COVID-19, give warnings about the disease to your employees, fully clean and sanitize your workplaces, monitor your employees' health conditions and respond appropriately to employees who have a fever.
3. For companies affected by COVID-19, work with the related organizations that give careful support to the companies. Such support includes providing careful, thorough advice on business management through measures such as visits by members of financial institutions to affected companies as well as making efforts to respond appropriately to companies applying for loans to ensure their business continuity and to customers asking for changes to the loan conditions.
4. If a customer who is affected by COVID-19, including being forced to stay at specified facilities, makes a request for financial services, work to respond flexibly to the customer in due consideration of their situation.