

(Provisional translation)

April 10, 2020

## Matters to Note to Prevent Infection in Customer Services

In the notice dated April 7, 2020, "Statement by Minister for Financial Services, on maintaining the function of the financial system and financial markets under the declaration of a state of emergency responding to the spread of COVID-19," the Minister and the FSA requested financial institutions to continue services and necessary operations from the viewpoint of maintaining financial functions that support economic activities and protecting customers.

We understand that financial institutions are making efforts to prevent infection in customer services, but in consideration of the possible increase in risk of infection, please properly inform the members of your association so that, particularly on specific days on which the number of visiting customers is expected to increase, further efforts will be made for preventive measures.