

The Great East Japan Earthquake and Measures Taken by the Bank

The Great East Japan Earthquake

On March 11, 2011, at approximately 2:46 p.m., an earthquake with a magnitude of 9.0 and the maximum intensity of 7 occurred off the Sanriku coast of Miyagi Prefecture. Shortly after the quake, an enormous tsunami hit the Pacific coastal region, causing massive damage, leaving approximately 20,000 dead or missing as of the end of August, and destroying roughly 270,000 buildings completely or partially.

The Bank suffered extensive damage due to the earthquake and tsunami, mainly in the Pacific coastal region. As of the end of August, 3 employees of the Onagawa Branch was dead, and the fate of 9 other employees is still unknown. In addition, many banking offices and facilities were damaged.

Measures taken by the Bank

Operations, etc.

Our banking offices, ATMs, and other facilities suffered structural damage or flooding due to the earthquake and tsunami. Interruption of essential utilities such as electricity and communication also had a major impact, leading to great inconvenience for our customers in the region. However, since March 12, the day after the earthquake, we devoted our efforts to creating a secure system to provide financial services to people in the region, on holidays as well, and conducted business such as handling withdrawals and loan consultations.

Immediately after the earthquake struck, we put in place a variety of response measures. We provided information about operating banking offices on our website and in newspapers, etc., set up special toll-free numbers for earthquake related consultations to deal with various inquiries, and set up temporary counters to take care of withdrawals and various consultations. In addition, by Friday, March 18, banking hours were extended by two hours, until 5 p.m., in order to handle withdrawals and other business.

- Toll-free number set up for earthquake-related inquiries
“Toll-free number for earthquake-related inquiries”

Description of services

-Respond to inquiries about services available at banking offices and the situation regarding ATM services

-Consultations regarding customer transactions

- Temporary counters set up for consultations regarding loans at closed banking offices

In order to respond to loan-related inquiries from customers, temporary counters were set up for consultations regarding loans at temporarily closed operation branches, and various consultations were conducted.

Disaster Reconstruction Committee set up

In response to the massive damage caused by the Great East Japan Earthquake, we set up the “Disaster Reconstruction Committee” headed by the president at the Head Office, for the purpose of working to quickly normalize customer transactions and the financial infrastructure, promoting efforts for the further improvement of our financial intermediary function, and contributing to reconstruction and development of regional society and economy.

In order to restore the Miyagi and Tohoku region with vitality, abundance, and overflowing kindness, all executives and employees of the Bank will work to support the region and its customers, grappling pro-actively with various challenges through the deliberations in the “Disaster Reconstruction Committee.”

Outline of Disaster Reconstruction Committee

Members (eight in all)	-Committee Chair: President -Deputy Chair: Deputy President, Senior Managing Director -Committee members: Managing Directors, General Manager of General Planning & Coordination Division
Main agenda	-Study ways to support customers, local authorities, and all the people of the region -Study ways to enhance and reinforce the consultation system -Study ways to respond to customer requests, and other issues
Date of establishment	May 2, 2011