Regarding deposit transactions with foreign customers whose period of stay registered with our bank has expired

For customers who have opened accounts with our bank, we confirm their residence status and the expiration date of their period of stay.

From February 16, 2026, if you are unable to present your residence card and your declared period of stay has expired or has not been confirmed, you will be unable to withdraw money from your ordinary savings account in accordance with our deposit regulations (salary deposits and utility bill deductions will still be available).If you have renewed your residence status or the expiration date of your period of stay, please report the updated residence card to our bank.

1. We provide information about residence cards via short message service (SMS) and direct mail (DM).

For customers whose registered residence expiration date with our bank is approaching or has passed, we send notifications via SMS to their mobile phone numbers. Also, if you have not registered your mobile phone number with our bank, we send direct mail to the address you have provided. Please note that depending on the delivery status of the mobile phone number and address, notifications may not be received.

* Even if you are a permanent resident or a special permanent resident, if you have not notified the bank of your status of residence, you may be unable to withdraw from your ordinary deposit account. We will need to verify your identity, so please bring your residence card or special permanent resident certificate and visit any branch of The 77 Bank.

Regarding the SMS sender's phone number: 0120-22-7877

* For customers using SoftBank mobile phones, the SMS originating number will appear as "241190."

[Attention] Beware of phishing scams

Our bank does not send SMS messages encouraging you to click on URLs asking for personal information, cash card PINs, or internet banking details.

There will be absolutely no request for you to enter the password of King Credit or similar.

2. About the notification procedure for residence cards

- You can complete the procedure at the counter of any The 77 Bank branch.
- From February 16, 2026, procedures will also be accepted at Seven Bank ATMs nationwide.
- It may take up to five business days for the information you submit at a Seven Bank ATM to be reflected in our bank account. If you are in a hurry, please complete the procedure at our bank counter.

[Attention] The "Specific Residence Card" and the new format "Residence Card," which will be put into service from June 14, 2026, will not be usable at Seven Bank ATMs until around January 2027. You can complete the procedure at the counter of any The 77 Bank branch.

Procedures at our bank's counter

- **Things to bring when visiting the store**

① Passbook or cash card		
② Any one of the following identification documents (A to D below)		
	A. For those who have renewed their residence card	Residence Card after Extension of Period of Stay
	B. Those who planning to return to their home country without renewing their Residence Card	Current Residence Card in your possession
	C. Those who have acquired Japanese nationality (naturalized)	Documents proving the acquisition of Japanese nationality (naturalization), such as a family register certificate or Japanese passport
	D. Permanent residents or special permanent residents residing at our bank who have not reported their status of residence	Residence Card or Special Permanent Resident Certificate

*This also includes the "Specific Residence Card" and "Specific Special Permanent Resident Certificate" which will be put into operation from June 14, 2026.

3. Contact Information for Inquiries Regarding This Matter

The 77 Bank Compliance Department Reception Toll-Free Number: 0120-009-077
Hours: Weekdays (excluding bank holidays) 9:00 a.m. to 5:00 p.m. / Japanese only
Email:eopos-customer@77bank.co.jp

* The information of customers who contact us will be strictly managed in accordance with laws, regulations, and our bank's personal information policy.

* For the status of notifications to The 77 Bank or consultation about visiting a branch, please contact the respective branch of The 77 Bank.

（2026 年 5 月）