

Disclosure  
2018

**Rakuten**  
**Bank**

**Annual Report**  
Year ended March 31, 2018

# CONTENTS

---

<b>Message from the CEO</b>	<b>P 1</b>
<b>Advantages of Rakuten Bank</b>	<b>P 2</b>
<b>Rakuten Bank's "Personal" Services</b>	<b>P 4</b>
Rakuten Bank App	P 4
Money Support / Easy Bank Transfer	P 5
Rakuten Bank Debit Card (JCB) / Rakuten Bank Prepaid Card (JCB)	P 6
Happy Program / Money Bridge	P 7
Savings (Yen Deposits / Foreign Currency Deposits)	P 8
Payment (Account Transfer / Monthly Transfer Registration / International Remittance Services)	P 9
Borrowing (Loan Services) / Entertainment	P10
Increase savings (New Rakuten Bank FX)	P11
<b>Rakuten Bank's "Corporate" Services</b>	<b>P12</b>
Rakuten Bank Business Debit Card / Rakuten Bank Sales Proceeds ATM Deposit Service / 24 Hours Deposit BOX	P12
Rakuten Bank Business Loan / International Remittance Services / MailMoney Mass Payment	P13
Multi-Transfer Service / Salary and Bonus Transfer Service / Account Verification Service / Account Management Plus / Account Transfer	P14
Rakuten Bank Easy Settlement Plus / Rakuten Bank Secured Receipt Service / Rakuten Bank Just Match / Yen Deposits (Ordinary deposits / Term deposits) / Foreign Currency Deposits (Foreign currency ordinary deposits)	P15
<b>Security</b>	<b>P16</b>
<b>CSR Initiatives</b>	<b>P18</b>
<b>Financial Highlights</b>	<b>P19</b>
<b>Business Operations</b>	<b>P21</b>
Corporate Governance	P21
Risk Management Framework	P23
Compliance Structure	P26
<b>Key Events in Fiscal 2017</b>	<b>P27</b>
<b>Corporate History</b>	<b>P28</b>

## Message from the CEO

### To all our stakeholders,

I would like to take this opportunity to express my deepest appreciation to all our stakeholders for the continued support and interest you have extended to Rakuten Bank. We have prepared our financial statement for fiscal 2017 in our 2018 Annual Report for your review.

During fiscal 2017, the global economy continued to see moderate economic growth on the whole, with consumer spending expanding against a backdrop of economic recovery in Europe and ongoing steady performance of U.S. consumer spending and capital investment, despite uncertainty over U.S. President Trump's policies and geopolitical risks. In Japan, the economy is continuing to recover in general, with the upward trend in corporate earnings persisting, and the employment and the income environments also improving.

With regards to monetary policy, the U.S. Federal Reserve Board (FRB) maintained their stance on the incremental rate hike and the European Central Bank (ECB) explored exit strategies from quantitative easing. On the other hand, the Bank of Japan expressed their stance to continue monetary easing. As a result, the banking industry in Japan continues to face a tough business environment, and the reduction of branch offices and personnel by Japan's large commercial banks, and the restructuring by regional banks are accelerating.

Under such business environment, our consolidated ordinary income for fiscal 2017 significantly increased to ¥79.7 billion (YoY +12.9%). Consolidated ordinary profit was ¥23.6 billion (YoY +23.9%) and net income attributable to owners of parent was ¥16.4 billion (YoY +21.4%). We have also maintained the consolidated capital adequacy ratio at a healthy level of 11.03%.

In terms of our business, Rakuten Bank has also significantly increased new customer acquisition by promoting our unique and convenient Internet-based services and encouraging our customers to use our bank as their daily current account. We achieved this through effective marketing campaigns to promote our various offerings, including our customer loyalty program, the "Happy Program." As a result, Rakuten Bank became the first Internet bank in Japan to exceed 6 million accounts, our deposit balance also exceeded ¥2 trillion, and the total number of settlements increased to 256 million.

On the fund management side, we have focused on investing in loans and monetary claims bought despite the continuing challenging market situation due to the negative interest rate policy introduced by the Bank of Japan. Regarding loans, the balance of home loans, card loans and other loans steadily expanded, and the balance of Rakuten Bank Home Loan (interest rate selection type), which we launched in 2013, exceeded ¥300 billion.

On the service side, we have focused on improving user interface, expanding our services and adding new functions to the smartphone app as we are seeing a rapid shift in the devices that customers use to access our services from personal computers to smartphones. As a result of these efforts, the number of Rakuten Bank App downloads in Japan now exceeds 3 million.

For corporate customers, Rakuten Bank Business Debit Card (JCB) with 1% cashback privilege based on spending has been well received and successfully launched as a new cashless payment tool for the corporate market. In addition, we significantly expanded our corporate customer base due to the success of our total solution business which solves issues our corporate customers face in deposits, loans and settlements.

Our comprehensive efforts have been recognized by leading global finance media. For the third consecutive year prominent U.S. financial magazine Global Finance has recognized Rakuten Bank as "Country Winner" at their annual World's Best Consumer Digital Bank Awards and The Asian Banker, a magazine for the financial services industry in Asia, has awarded us with the "Best Digital Bank in Japan" award at their 2018 International Excellence in Retail Financial Services Awards.

Rakuten Bank will continue to strive to make our customers' lives more convenient from a banking service perspective and become the most "reliable, secure and the most convenient bank." We will also accelerate our efforts as a leading company in FinTech to further expand our operations, improve our business performance, and maximize our corporate value by proactively incorporating new technologies and accelerating development of innovative products and services.

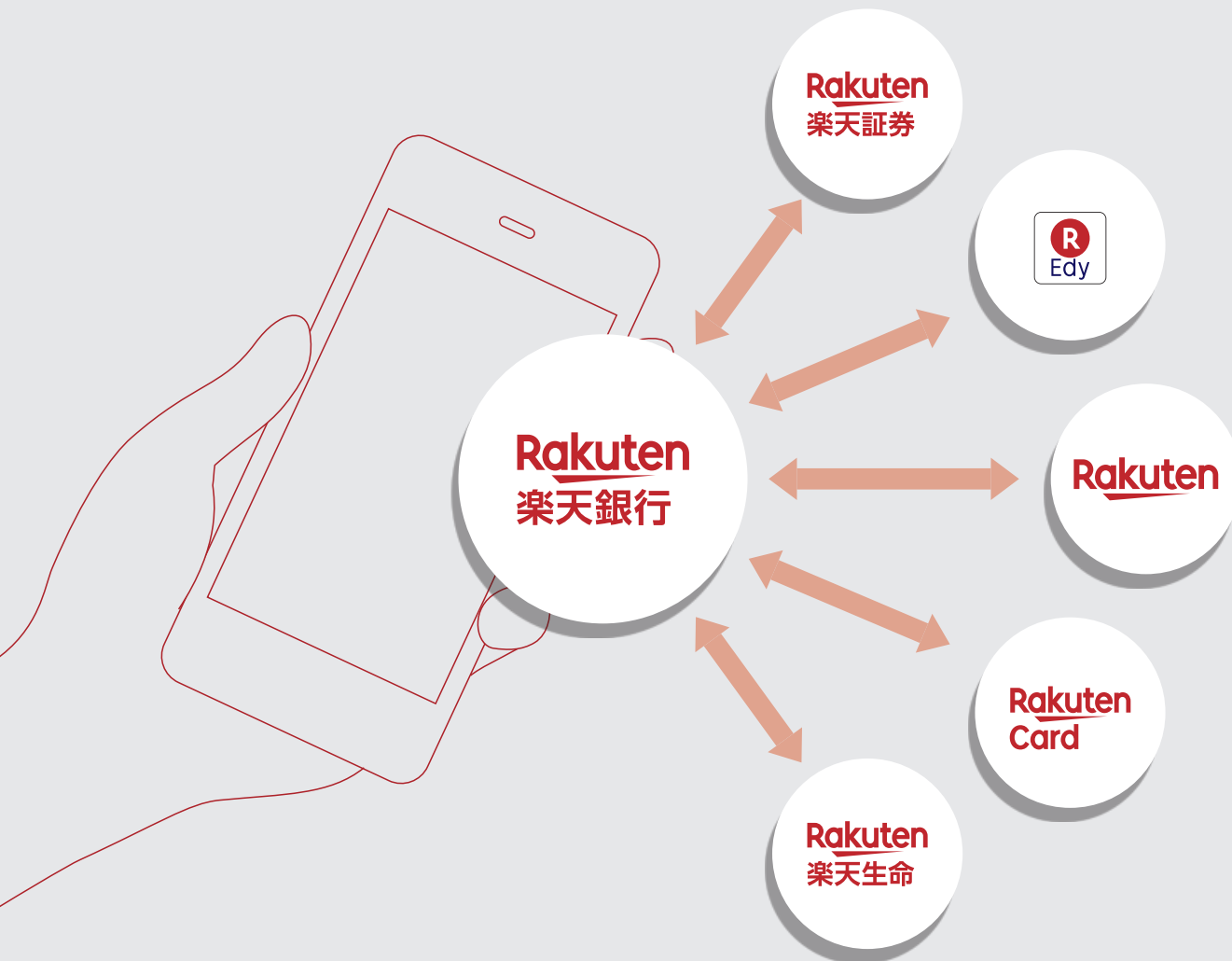
We sincerely ask for your continued understanding and support.

July 2018

President and CEO Hiroyuki Nagai

# Advantages of Rakuten Bank

## Innovative services fulfilling the potential of the Internet



We strive to become a “reliable, secure and the most convenient bank,” and offer various services.

Since our bank began, we have aimed to provide convenient and secure payment services as a pioneer of Internet banking. Open 24 hours a day, with access via the Internet, smartphones and mobile phones, we provide settlement services and a wide range of services including financial products and various loans. In addition, as a member of the Rakuten Group, we also provide value-added services. Customers can

earn Rakuten Super Points by using our banking services, and the Money Bridge, an account linking service between Rakuten Bank and Rakuten Securities that offers preferential interest rates. We also have been advancing alliances with other companies in the Rakuten Group such as Rakuten Card, Rakuten Life Insurance and Rakuten Edy to provide more convenient and cost-efficient services.

# 6 reasons why customers choose Rakuten Bank

## 1 Available 24 hours a day from ATMs in nearby convenience stores

Rakuten Bank customers can use ATMs in convenience stores at any time, in addition to approximately 90,000 ATMs across the country, including JAPAN POST BANK ATMs and ATMs of Japan's large commercial banks.

\*ATMs of AEON Bank, Seven Bank, E-Net and LAWSON are available 24 hours a day (excluding system maintenance time).

## 2 Free deposits and withdrawals from ATMs up to 7 times per month

Customers can deposit and withdraw from ATMs in convenience stores and banks without worrying about fees.

\*For the first six months after opening an account, ATM fees are free up to 5 times per month. By applying for the Happy Program, Super VIP category customers can use ATMs for free up to 7 times per month after that period.

## 3 Free transfers to other banks up to 3 times per month

Convenient when making rent payments or shopping online. Automatic monthly transfer registration is available for monthly payments. Transfer fee between Rakuten Bank accounts is free.

\*By applying for the Happy Program after opening the account, VIP and Super VIP category customers can use bank transfers for free up to 3 times per month.

## 4 Earn and spend Rakuten Super Points

By applying for the Happy Program, customers can earn Rakuten Super Points when making eligible transactions. These Rakuten Super Points can be used for transfer fees or payment when shopping on Rakuten Ichiba.

## 5 Almost all of our services are available on the smartphone app

Almost all our services including account opening, checking account balance and bank transfers are available through the Rakuten Bank App. Customers can also use our asset management tools via the app.

## 6 Attractively high interest rates

As an Internet bank, we offer attractively high interest rates. By applying for Money Bridge, the account linking service with Rakuten Securities, customers can receive interest rates that are five times higher (as of July 1, 2018) on Rakuten Bank's ordinary deposits. In addition, we provide a wide range of deposit products.

In addition

## Rakuten Bank offers a complete security support system

We provide variety of functions such as sending Transaction Notification Email and One-Time Authentication, a password which is issued for each transaction.

## More convenient and variety

# Rakuten Bank's "Personal" Services

Rakuten Bank strives to improve convenience through creating better services and offering them to our customers.

## ● Rakuten Bank App -Wide range of services is available at any time anywhere!-

The Rakuten Bank App for smartphones offers almost all of our banking services, including account opening, checking transaction details, paying into or repayment of deposits, bank transfers, asset management and an ATM locator.

- Account opening (Including sending verification documents)
- Checking account balance
- Checking transaction details
- Transfers and transfer reservations
- Transfer by Facebook, Transfer by Viber, Transfer by email
- International remittance services /Receipt of foreign currency remittance
- Deposit of yen term deposits
- Opening a foreign currency deposit account and deposits
- Deposit of foreign currency term deposits
- Opening a Foreign Exchange (FX) account and transfer deposits from yen ordinary deposits account
- Deposit of structured deposits
- Purchase of BIG/toto and Lottery tickets
- Sending certificates for super loan application
- ATM locator using GPS
- Money Support (Asset Management Tool)



## Fingerprint authentication function

Enable quick login to Rakuten Bank App without entering the login password

You are able to login<sup>1</sup> to Rakuten Bank App for smartphones by authenticating your registered fingerprint to smartphone for easy and convenient login<sup>2</sup> without even entering the password. This function is available for both iPhone<sup>3</sup> and Android<sup>4</sup>.

<sup>1</sup> Fingerprint authentication is only available to login to Rakuten Bank App for smartphones, for transactions such as transfer require entry of security code.

<sup>2</sup> Login by entering the password is still available.

<sup>3</sup> Only available for after iOS8, and after iPhone5s models.

<sup>4</sup> Only available for after Android M6.0, and some models, and compatible devices are expanding.



## Easy and convenient login for 4 App services

3D Touch (quick action) login function enables shortcut login to the services you need.

By using 3D Touch (quick action) login function<sup>1</sup>, you can shortcut login<sup>2</sup> to the services you need.

You just need to press the icon harder on Rakuten Bank App for smartphones, select displayed service and authenticate iPhone registered fingerprint to Touch ID.

<sup>1</sup> Available for above iOS9 and iPhone6s (plus) models. This is not available for Android.

<sup>2</sup> Login by entering the password is still available.

Through a newly added function, customers can easily transfer their login settings from their old device to a new device by using a QR code.

Collectively manage asset balances and understand net balance at a glance

# Money Support (Free Asset Management Tool)

"Money Support" enables customers to collectively and automatically manage the asset balances of Rakuten Bank, other banks and securities firms accounts and the transaction histories of their credit cards, etc.

- 1 Can link to 1,000 financial institutions or more including major banks, securities firms, credit card and FX companies, and operating companies of electronic money, points and mileage programs.
- 2 Automatically collects information from registered financial institutions and enables customers to easily manage their net balance.
- 3 Provides high security utilizing the Bank's secure environment.
- 4 Provides advice on financial products based on customer's asset status.



Image of asset data chart  
Added a function to automatically display assets by categories.



Image of net balance data chart  
The transition of balance can be reviewed for the past 3 years.

Can easily transfer money using Viber contact information, Facebook friend information or an email address

# Easy Bank Transfer

Enables customers to make transfers without the payee's bank account information

- 1 No transfer fee required when transferring to Rakuten Bank accounts which are linked with Viber or Facebook accounts, or an email address.
- 2 Can transfer money to other banks' accounts.
- 3 Can transfer money with a message.

Transfer by Viber

Transfer by Facebook

Transfer by email

Rakuten Viber



## How to use "Transfer by Viber"

(How to transfer money)

\* Transferring via Rakuten Bank App. (Sending via Viber App is also available.)

- 1 Select a friend to transfer money to
- 2 Enter amount of money to transfer
- 3 Complete money transfer

(How to receive money)

- 1 Open the receipt URL in the remittance notification
- 2 Select how you wish to receive the money
- 3 Complete receiving money

1% point back, no charge for membership fee

## Rakuten Bank Debit Card (JCB)

### Convenient to use like cash!

Amounts spent in Rakuten Bank Debit Card (JCB) transactions are instantly withdrawn from the customer's Rakuten Bank account. Customers can also withdraw money in a local currency from ATMs overseas with a JCB or a Cirrus marking.

#### >What is debit card?

With debit cards, customers can instantly withdraw money from their registered bank account when they make a purchase.

\* Purchases from some merchants are not instantly withdrawn and will be charged later.



#### Advantages of Rakuten Bank Debit Card (JCB)

1% point back in Rakuten Super Points!

No charge for membership fee or issuing commission!

Enable to use at any JCB merchant around the world!

## Rakuten Bank Debit Card (VISA)



### Rakuten Bank Gold Debit Card (VISA)

Fulfilling special benefits and insurance!



### Rakuten Bank Debit Card (VISA)

Accepted at authorized VISA merchants all over the world!

**New** Visa Touch payment (non-contact Visa card) Speedy payment service

\* For payments beyond a certain amount, customers may be required to enter their personal identification number or give their signature.

First in Japanese banking industry! Enable to use in overseas too!

## Rakuten Bank Prepaid Card (JCB)

- 1 Presenting premium value depending on the amount of money per charge!
- 2 Automatic charge function from Rakuten Bank account is available!
- 3 Both annual and issuance fees are free!

Check!

### Recommended to the customers below!

- Customers who are students, housewives and senior citizens  
Customers who are over 16 can apply for a Rakuten Bank Prepaid Card (JCB), and no examination is required. Charge=Prepayment. Customers can set the usage upper limit per day, to prevent spending too much money.



Prepaid card with international brand can be used in Japan and overseas.

### Premium values depending on the amount of charge

¥5,000~¥9,999	¥10,000~¥29,999	¥30,000~¥49,999	Over ¥50,000
¥25	¥70	¥240	¥500

Customer loyalty program with Rakuten Super Points

# Happy Program

A customer loyalty program which offers customers a variety of benefits for linking their bank account to their Rakuten ID

1. Customers are assigned a membership tier based on either their Rakuten Bank account balance or the number of transactions. Depending on their tier, customers can make up to 7 transactions per month on ATMs, and make up to 3 transfers to other banks per month, without being charged fees.
2. Customers can also earn Rakuten Super Points on a target transaction basis simply by entering the program.
3. Rakuten Super Points can be used to pay bank transfer fees.

	ATM Fee [Free use times]	Transfer Fee to Other Bank [Free use times]	Rakuten Super Points Leverage Rate of Gain	Rakuten Super Points as Transfer Fee
<b>SV Super VIP</b> Balance of ¥3 million or more, or 30 transactions or more	<b>7</b> times/month	<b>3</b> times/month	<b>3</b> times	<b>Payment with points allowed</b>
<b>V VIP</b> Balance of ¥1 million or more, or 20 transactions or more	<b>5</b> times/month	<b>3</b> times/month	<b>3</b> times	
<b>Pr Premium</b> Balance of ¥500 thousand or more, or 10 transactions or more	<b>2</b> times/month	<b>2</b> times/month	<b>2</b> times	
<b>A Advanced</b> Balance of ¥100 thousand or more, or 5 transactions or more	<b>1</b> time/month	<b>1</b> time/month	<b>1</b> time	
<b>B Basic</b> Entry	—	—	<b>1</b> time	

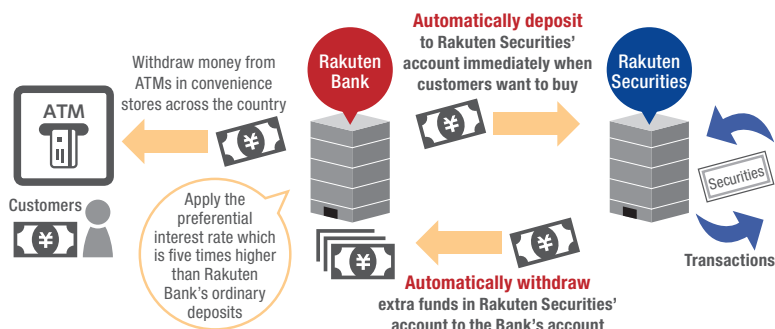
An account linking service connecting bank and securities accounts

# Money Bridge

The account linking service jointly offered by Rakuten Bank and Rakuten Securities. By simply connecting their Rakuten Bank account to their Rakuten Securities account, customers can receive preferential interest rates for their ordinary deposits in Rakuten Bank.

By applying for Money Bridge

1. Can set automatic deposits and withdrawals to allow for smooth deposits and withdrawals between Rakuten Bank and Rakuten Securities accounts. Surplus funds in Rakuten Securities accounts are automatically transferred to a Rakuten Bank account.
2. A preferential interest rate is applied for ordinary deposits.
3. Enables customers to earn Rakuten Super Points on transactions in Rakuten Securities.



### What Money Bridge enables customers to do

- Preferential interest rates** By just applying for Money Bridge, which is free of charge, customers can receive preferential interest rates for their ordinary deposit of Rakuten Bank.
- Automatic deposit and withdrawal (Sweep) services** Customers can trade smoothly when they make a purchase order at Rakuten Securities by utilizing "automatic deposit (sweep)" to cover shortage of funds from Rakuten Bank's ordinary deposits account balance. In addition, funds in Rakuten Securities account will be transferred to Rakuten Bank account at night of every business day. Therefore, our customers do not need to transfer money from Rakuten Securities account by themselves, and preferential interest rates will be applied. Deposit and withdrawal charges are free. Customers can set the amount of money to keep in Rakuten Bank at the time of automatic withdrawal, in addition to the amount of money to keep in Rakuten Securities at the time of automatic deposit.
- Happy Program** Customers can earn Rakuten Super Points through Rakuten Bank Happy Program depending on the transactions at Rakuten Securities.
- Investment Anshin Service** For customers with margin transaction accounts at Rakuten Securities, we provide the service that automatically transfers funds from a customer's Rakuten Bank ordinary deposit account to their Rakuten Securities account when the margin guarantee funds ration needs improvement or there are insufficient funds to complete a transaction.

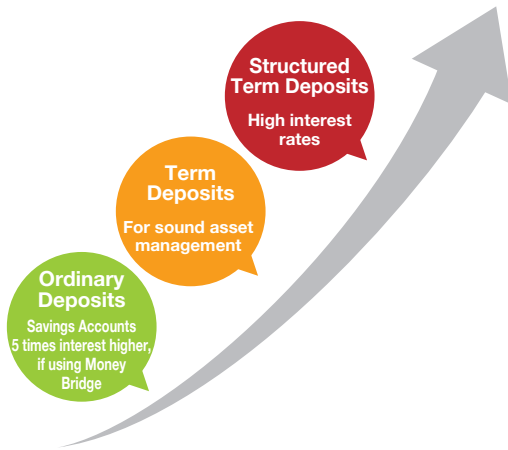
Savings

Attractively high interest rates and other services

## Yen Deposits (Ordinary deposits/Term deposits/Structured deposits)

By applying for Money Bridge, the account linking service with Rakuten Securities, customers can receive interest rates that are 5 times higher (as of July 1, 2018) on Rakuten Bank's ordinary deposits. In addition, term deposits from as short as 1 week

to as long as 10 years are available, along with structured term deposits which include special maturity options and high interest rates, as we have put together a financial product lineup to meet our customers' diverse needs.



### Lineup of Structured Deposits

#### Structured Term Deposit (Extension of term type) Rakuten Exte Deposit (Flat)

Term deposit in JPY through which Rakuten Bank can optionally extend the term at a higher interest rate. The maximum deposit term is 10 years and 15 years, and the favorable interest rate is continually applied when the maturity is renewed. Covered by deposit insurance. \*

\* A part of the interest may not be protected. More details are on our website.

#### Structured Term Deposit (Extension of term type) Rakuten Exte Deposit (Step Up)

Term deposit in JPY through which Rakuten Bank can optionally extend the term at a higher interest rate. The maximum deposit term is 10 years, and a higher interest rate is applied when the maturity is renewed. Covered by deposit insurance. \*

\* A part of the interest may not be protected. More details are on our website.

#### Structured Term Deposit (Extension of term type) Rakuten Dual Term Deposit (JPY/Foreign Currency)

Term deposit in JPY with a redeeming currency option that has a higher interest rate than normal term deposits. Deposits in JPY can be redeemed in JPY or a foreign currency on maturity. Covered by deposit insurance. \*

\* A part of the interest may not be protected. This term deposit is payable in a foreign currency and not covered by deposit insurance when the principal and the interest are transferred to a foreign currency ordinary deposit account. More details are on our website.

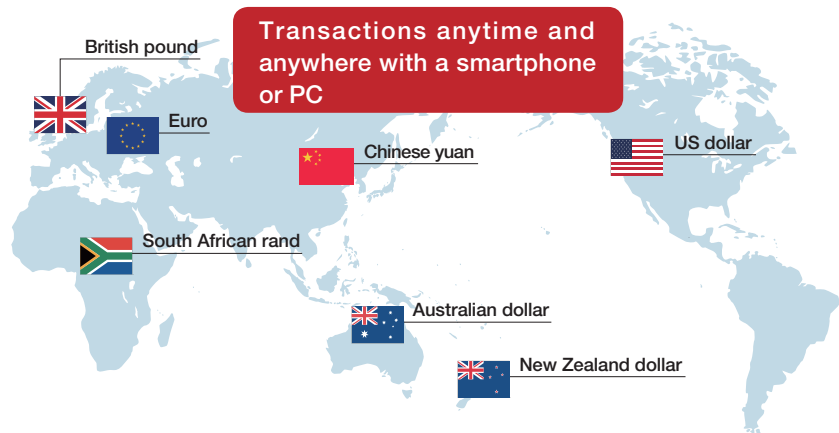
### Terms & Conditions

- In principle, early withdrawal is not possible regardless of whether the term is lengthened or shortened.
- In the case where Rakuten Bank grants an exception for compelling circumstances, an early withdrawal penalty will be charged, and there is a high risk that this will result in a loss of principal.
- Thoroughly review the product details and always apply for the products only with excess available funds which have no plan for usage until maturity.
- Please see our website for more details (in Japanese) and carefully confirm each product's detailed description, pre-contract documents, and product warning documents.
- Depending on the judgment of Rakuten Bank, the Rakuten Dual Term Deposit principal and interest can be redeemed in a foreign currency.

Currency exchange at competitive rates

## Foreign Currency Deposits (Foreign currency ordinary deposits/Foreign currency term deposits)

Rakuten Bank's exchange rates are linked to prevailing market exchange rates. It is possible to conduct foreign deposit transactions anytime, anywhere 24 hours a day during transaction hours\* from a PC or a smartphone. We currently provide 7 currencies (as of July 1, 2018), with low exchange costs for transactions in each available currency.



\* In general, every week from Monday 8:00 am to Saturday 2:59 am

### Terms & Conditions

- It is possible that foreign currency deposits will incur a loss of principal due to a loss on foreign exchange due to fluctuations in the exchange rate.
- This product is not covered by deposit insurance.

Payment

## Account Transfer (Automatic Withdrawal)

Rakuten Bank offers automatic withdrawal of over 150 types of payment including credit cards such as Rakuten Card, mobile phone bill, rent and insurance fees. Happy Program members can also earn Rakuten Super Points per withdrawal.

Benefits of designating Rakuten Bank for Rakuten Card payment account

- Rakuten Bank ordinary deposit rates will be doubled!  
If you select Rakuten Bank for Rakuten Card payment account, interest rates on Rakuten Bank ordinary deposits of the month following the withdrawal will be doubled.
- You can earn a maximum of nine points of Rakuten Super Points every month!  
If you register for the Happy Program and Rakuten Card payment is withdrawn from the Rakuten Bank account, you can earn triple Rakuten Super Points (a maximum of nine points).

## Monthly Transfer Registration

Rakuten Bank offers free automatic withdrawals of monthly fixed payments such as rent, parking charge, insurance fees, loan repayment, tuition fee, cumulative deposits and sending money home or children. You will no longer need to go to a bank every month for money transfer or worry about forgetting payments.

Easy transaction completed via the Internet with low transaction fee

## International Remittance Services

### 1 Low transaction fee

The remittance fee per a transaction is ¥750 for personal customers. \* There are no introductory or monthly fees.

\* There is a fee of ¥1,000 per transaction if a remitter bears the intermediate fee via a foreign bank. Remittance in Japanese yen for personal customers cost an additional ¥3,000 as a lifting charge.

### 2 24-hour transactions via the Internet

The easy transaction process does not require customers to visit a branch or paperwork.

\* Except 11:50 pm-0:10 am weekdays, from 11:50 pm on Saturdays until 6:00 am on Mondays, Dec. 31-Jan. 3 and other times as necessary for system maintenance.

### 3 68 currencies and over 200 countries

The personal international remittance service can send 68 currencies to over 200 countries. Transactions are completed in one to three business days depending on the currency, the country, and the intermediate bank.

### 4 International remittance receipt service

The transaction fee per receipt is ¥2,450 for personal customers.

A remittance received in a foreign currency can be transferred to a foreign currency ordinary deposit in the same currency<sup>1</sup> or to a yen ordinary deposit in Japanese yen.<sup>2</sup>

<sup>1</sup> A foreign currency ordinary deposit account is required.

<sup>2</sup> Our exchange rate will be applied when depositing a foreign currency to a yen ordinary deposit account in Japanese yen.



Offering a variety of loan services that meet customers' financing needs!

## Loan Services

- Card Loan
- Home Loan
- University Education Loan
- Travel Loan
- Bridal Loan
- Mortgage Loan

### Advantages of Rakuten Bank Super Loan (card loan)

- Low interest rates unique to an Internet bank
- Loans for various purposes
- 1. Procedures from application to borrowing can be completed via smartphone. Required documents can be submitted by Rakuten Bank App.
- 2. Can receive money by bank transfer or from ATM.
- 3. Can repay at 100,000 ATMs all over Japan for free of charge.

### Advantages of Rakuten Bank Home Loan (interest rate selection type)

- 1. Easy procedure via Web and mail. Video consultation via Skype is also available.
- 2. Loan fee of interest rate selection type is ¥324,000 (including tax).
- 3. Creditor group insurance fee is free even with 8 disease long-term disability security with special agreement.
- 4. A maximum loan amount (with creditor group insurance) of interest rate selection type is ¥200 million (available only for applications via alliance partner), the first time to offer this service among Internet banks in Japan.
- 5. Flat 35 interest rate is the lowest level in the industry.

Video consultation via Skype!



### Advantages of Rakuten Bank University Education Loan

- Preferential interest rate is available for affiliated universities
- No branch visits required and can finance to a maximum of ¥10 million for university students
- 1. From ¥100,000 up to ¥5 million can be borrowed. (For medical science, dentistry and pharmaceutical sciences university students, we can finance to a maximum of ¥10 million.)
- 2. Can apply from smartphone. No branch visit required.

☆Membership tier of the Happy Program will be upgraded one stage if customer borrows loan and sets Rakuten Bank as a repayment account☆



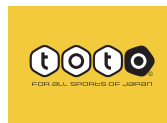
Chance to win at a maximum of ¥600 million!

## Sports Council Lottery, BIG and toto

Customers can purchase BIG and toto 24 hours a day on the Rakuten Bank website from PCs and smartphones. Prize money will be automatically transferred to Rakuten Bank account. Omakase BIG (reserved purchase) is available to avoid forgetting to purchase.



BIG is a simple lottery in which customers decide how many tickets they want to purchase. A computer is used to randomly generate the results of the matches.



toto is a lottery to guess the results of football games. Beginners can also take advice from the computer in guessing the results.

Complete everything online

## Number-Selection Lotteries LOTO and Numbers

Numbers4, Numbers3, LOTO7, LOTO6 and Mini LOTO can be purchased. The Automatic Purchase System is available. Prize money will be automatically transferred to Rakuten Bank account. Rakuten Super Points are given based on the amount spent.



Many advantages

## Public Races

Customers can use their account for the public races (horse/boat/bike/auto). Rakuten Super Points are given to the bets on these races.\*

\* Except some races.



Convenient application and transaction via your smartphone!

# New Rakuten Bank FX

New Rakuten Bank FX is a foreign exchange service providing one-stop transaction from customer's saving accounts. With a Rakuten Bank account, customers can start transaction after applying for a dedicated Forex account via a PC and a smartphone.

Rakuten Bank reduced spread of the USD/JPY currency pair with large trading volume to 0.003 yen (with exceptions), enabling New Rakuten Bank FX to offer more attractive prices that are the lowest in the industry\*.

\* According to a study by Rakuten Bank (As of May 15, 2018)

## 1 24 pair currencies

The New Rakuten Bank FX has not only a wide range of popular currency pairs such as USD/JPY and EUR/JPY, but also cross currencies.

## 2 Free transfer, free transaction

Customers can transfer money from their Rakuten Bank ordinary deposit accounts to the dedicated Forex accounts with no charge. Transaction fee is also free of charge.

## 3 Various transaction channels

New Rakuten Bank FX offers 4 different transaction channels for free.

- "New Rakuten Bank FX powered by MARKET SPEED" for Windows
- "New Rakuten Bank FX powered by iSPEED" for smartphone
- "New Rakuten Bank FX-WEB" for Mac and Windows
- "New Rakuten Bank FX-Mobile WEB" for mobile phone

## 4 The advanced free trading tool app New Rakuten Bank FX powered by iSPEED for smartphone

Enables our customers to check exchange rate and news, and make an immediate order while checking chart even in a smartphone size by "AS Speed Order" function. Various necessary information for trading is available.

### NEW

# 5 Introduction of "TechNavi," an FX Investment Information Service!

Rakuten Bank introduced the FX Investment Information Service "TechNavi" that enables customers to understand the results of technical analysis, bullish or bearish, at a glance.

This FX investment information service shows the results of analyses of short-, medium- and long-term technical indicators as either an arrow pointing up and to the right if the market is strong, or as an arrow pointing down and to the right if the market is weak.

Even first time investors can easily determine whether a market is bullish or bearish with a list of arrows that represent the results of analyses of seven types of technical indicators.

The decision logic for the technical indicators was supervised by Mr. Koji Yamanaka who is a lecturer for the "Market Speed FX Technical Class" offered by Rakuten Securities.



### NEW

A first in the Japanese banking industry! An app that allows you to experience FX trade.

## "New Rakuten Bank FX Virtual Trade"

In February 2018, Rakuten Bank launched the app "New Rakuten Bank FX Virtual Trade" that enables customers to experience FX trade, a first in the Japanese banking industry.\*

All a user needs to do is register a nickname and they can use the app free of charge. The app has the same user interface as our real FX trading app and users can experience FX trading with real-time exchange rates.

In addition, the app has a study function for users to learn about FX trade.

\* According to a study by Rakuten Bank (As of February 22, 2018)



## To support corporate and sole proprietor customers

# Rakuten Bank's "Corporate" Services

As a total solution partner of customers who run a business, Rakuten Bank offers a more convenient and diverse lineup of services.

### Addressing the needs of corporate and sole proprietors customers in "Card Payment"

## Rakuten Bank Business Debit Card

Can be used for payments of expenses, etc., instead of cash, making settlements easy

1. No examination is required when applying as amounts spent are immediately withdrawn from the customer's bank account.  
\* Some transactions are not immediately withdrawn and will be charged later.
2. Debit cards are accepted at all JCB member stores (both online and offline) for the payment of transportation expenses, business trip expenses, equipment purchases and general purchases, etc.
3. 1% cashback on spending.
4. Up to 9,999 cards can be issued for each account, making it convenient for reimbursement payment to employees.

### Business debit card will be useful in these scenes!



At the stores and restaurants in Japan!

Debit card is accepted at all JCB member stores in Japan.  
\*There are some stores and services for which debit card is not accepted.



For purchasing goods via online!

Customers can make a payment by entering the debit card number, same as entering the credit card number.



For overseas business trip!

Customers can use the cards at the stores with "JCB" mark abroad like in Japan. No need to exchange money!



### Can deposit sales proceeds in nearby convenience stores 24 hours a day

## Rakuten Bank Sales Proceeds ATM Deposit Service / 24 Hours Deposit BOX

Service enabling customers to safely deposit and manage sales proceeds via ATM in nearby convenience stores at any time

1. Deposit can be made at about 90,000 tie-in ATMs across Japan 24 hours a day, 365 days a year.
2. Easy and safe for store staff to deposit by deposit-only card.
3. Multiple deposit-only cards can be issued for each account.
4. Easy to manage and understand each store's sales proceeds by monitoring individual deposit-only cards.

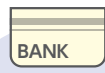
Check!

### Recommended to the customers below!

- Corporate customers with multiple stores
- Customers who don't have night deposit of their banks near their stores



Can deposit each store's sales proceeds via ATMs in nearby convenient stores 24 hours a day



Can apply for, add and cancel the account in units of one account



More reasonable price than night deposit of traditional banks



Deposited proceeds will be automatically transferred to customer's corporate business account

Provide business funds for a wide range of industries and business categories

## Rakuten Bank Business Loan

Financing service for businesses based on customers' needs

1. Supporting a wide range of industries, including Internet related businesses, manufacturing, the service industry, restaurant businesses and real estate businesses.
2. Rakuten Bank sales representatives directly confirm the purpose of loan and financial condition with customers and conduct a predetermined screening.

### <Examples of loan customers>

- Lighting equipment rental company for offices and stores
- Apartments renovation company
- Confectionery manufacture and sales company
- Digital content production company etc.

Applicable applicants

Corporations or sole proprietors who meet requirements below:

- Customers with Rakuten Bank ordinary deposit accounts
- Customers who can submit the fixed financial statements or final return forms for 3 years
- Customers who have no arrears in taxes, and loan delinquencies from other financial institutions at the time of application
- Customers who meet Rakuten Bank's examination criterion

Use of funds	Working capital
Amount of loan	From ¥1 million up to ¥100 million (in units of ¥0.1 million)
Term of loan	Within 5 years

Can transact via the Internet 24 hours a day

## International Remittance Services

Service to make remittances to over 200 countries and regions in the world and receive remittance from abroad via the Internet at any time, easily and securely

1. Can make transactions via the Internet 24 hours a day, including at night and on Saturdays.<sup>\*1</sup>
2. Can make international remittances to 234 countries and regions in 68 currencies.<sup>\*2</sup>
3. Remittance fee is only ¥1,000 per transaction. (In the case of transferring in foreign currency)
4. Can receive remittance from abroad without preliminary application. Remittance receipt fee is ¥2,000 per transaction regardless of the amount.

<sup>\*1</sup> Except 11:50 pm-0:10 am, weekdays, from 11:50 pm on Saturdays until 6:00 am on Mondays, Dec. 31-Jan. 3 and other times as necessary for system maintenance.

<sup>\*2</sup> Can't transfer abroad in foreign currency from foreign currency ordinary deposit. It is necessary to exchange from yen ordinary deposit to foreign currency each time to make remittance.

	Remittance	Remittance receipt
Fees (per transaction)	¥1,000 <sup>*3</sup>	Corporate customer: ¥2,000 Sole proprietor: ¥2,450 A remittance received in a foreign currency can be transferred to a foreign currency ordinary deposit in the same currency <sup>*4</sup> or to a yen ordinary deposit in Japanese yen <sup>*5</sup> .
Currencies	68 currencies	6 currencies (USD, EUR, GBP, AUD, NZD, ZAR)

<sup>\*3</sup> There is a fee of ¥1,000 per transaction if remitter bears the intermediate fee via foreign bank. Remittance in Japanese yen for sole proprietors cost an additional ¥3,000 and ¥2,500 for corporate customers as a lifting charge.

<sup>\*4</sup> A foreign currency deposit account is required.

<sup>\*5</sup> Our exchange rate will be applied when depositing a foreign currency to a yen ordinary deposit account in Japanese yen.

Enables transfers without payees' bank account number

## MailMoney Mass Payment

Service to execute large volumes of transfers for cash back or repayment etc., without knowing the payees' bank account information

1. Can execute up to 3,000 transactions per application with payees' email addresses and names.
2. Payees can receive money in their specified bank accounts. (Transfers to other banks are also possible)
3. Safe data management without needing to hold large amounts of bank account information.
4. Can transfer money for cash back, repayment, purchase payment, etc., without payees' bank account information.

Check!

### Recommended to the customers below!

- Corporate customers who need to transfer money to their mass customers without their bank account information
- Corporate customers who are considering a cash back campaign etc.
- Corporate customers who expect to occur mass repayment process



Enables to execute mass transfer easily and at a low cost

## Multi-Transfer Service

Service to execute large volumes of transfers to Rakuten Bank and other banks easily at a low cost

1. Can execute up to 3,000 transactions per application. (Can transfer more than 3,000 by using transmission service)
2. Lowest transfer fee in the industry. (Over ¥30,000 to other banks: ¥258, Less than ¥30,000: ¥165, Within Rakuten Bank: ¥103)
3. Purchasing software, initial installation cost and maintenance costs are unnecessary.
4. Can make a request to transfer to other banks by 11:00 pm in the previous business day and to Rakuten Bank by 7:00 pm on the same day.

Check!

Recommended to the customers below!

- Corporate customers with mass expenses payment recipients and suppliers
- Corporate customers who are considering to enhance money transfer operational efficiency



Can collectively transfer to employees' accounts

## Salary and Bonus Transfer Service

Service enables customers to execute up to 3,000 transfers of salary and bonus per request and reduce costs of transfer fees

1. Purchasing software, initial installation cost and maintenance costs are unnecessary.
2. Lowest transfer fee in the industry. (To other banks: ¥258, Within Rakuten Bank: ¥ 51)
3. Enables customers to reduce transfer fees if the payroll accounts of employees of the customers are held at Rakuten Bank. In addition, employees who deposit their salaries into Rakuten Bank accounts are able to earn Rakuten Super Points and other benefits. (No fees on bank transfer to other banks 3 times per month)

Check!

Recommended to the customers below!

- Corporate customers who have employees with Rakuten Bank personal accounts
- Corporate customers who are considering to reduce costs of salary and bonus transfer

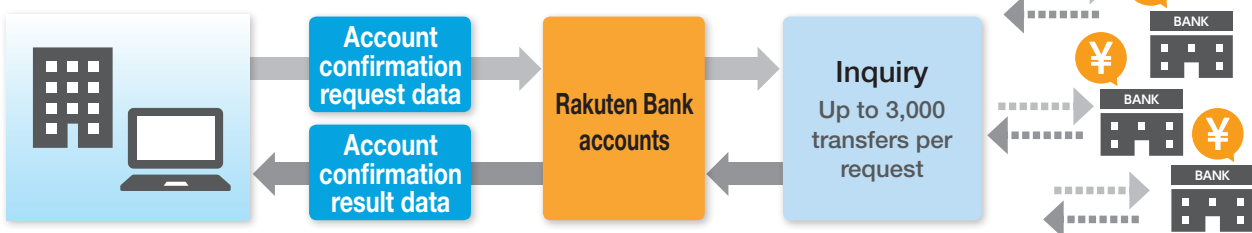
NEW

Enables customers to securely execute transfers on the date of payment

## Account Verification Service

Service enables customers to confirm existence of payee accounts and the name of the account holder in advance

1. Can confirm the existence of payee accounts and whether the name of account holder is correct in advance when they register payee information to avoid transfer errors and incorrect remittance.
2. Convenient for executing large volumes of transfers to new payees.



Multiple staff can use multiple accounts securely and conveniently

## Account Management Plus

Service enables customers to specify accessible services and accounts for each staff member as well as login through a single ID

1. Issues one ID per staff and enables staff to use services. (Enables to set and manage authorization of deposit and withdrawal inquiry, registration and approval for payment and settlement such as transfer, etc.) (Multiple user function)
2. Enables customers with multiple accounts to assign each staff member with accessible accounts and access to multiple accounts through a single ID without the need to log into each account. (Multiple accounts management function)

Real time withdrawals possible

## Account Transfer (Automatic Withdrawal)

Service offering automatic withdrawals of monthly payments from customers' accounts

1. Withdrawals of ongoing payments from a Rakuten Bank account.
2. Can set automatic withdrawals or transfers via the Internet.
3. In addition to monthly payments or regular bill collection, immediate withdrawal every time customers use the service is also possible.

Can accept immediate settlements via the website, as well as be utilized in new customer acquisition

## Rakuten Bank Easy Settlement Plus

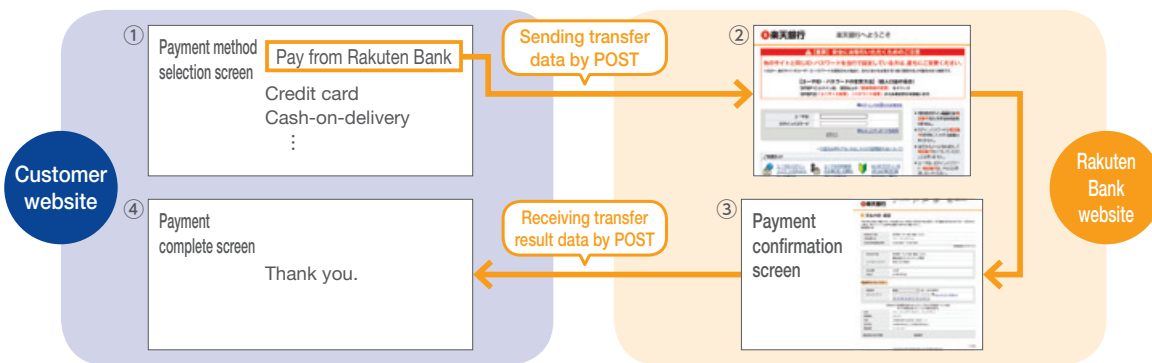
Service enables customer's clients to make an immediate payment through a dedicated payment screen on the customer's website if the client has a Rakuten Bank ordinary deposit account

1. As information necessary for settlements (such as the purchase amount, the customer ID and product number) can be transferred to Rakuten Bank, clients can make immediate settlements on a customer's website without the need to input any information.
2. Enables customers to acquire new clients who have Rakuten Bank accounts by introducing this service which enables clients with Rakuten Bank accounts to pay easily.
3. Available for EC stores' link payments, or securities companies and FX's transactions.

**Check!**

### Recommended to the customers below!

- Customers with a full-scale E-commerce website operation
- Customers such as securities firms who offer quick transfer services
- Customers who run large-scale businesses



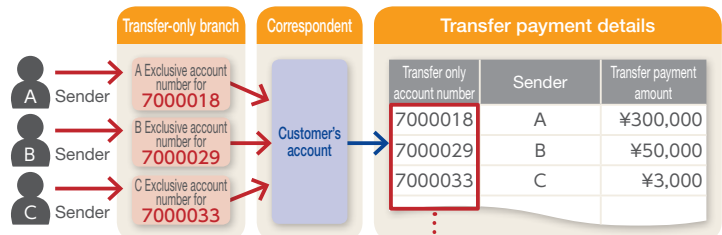
\* We also offer "Rakuten Bank Easy Settlement" which can be introduced by just adding a link to customer's website and without requiring system development. With "Rakuten Bank Easy Settlement," customer's clients have to enter necessary information such as the product they wish to purchase and amount by themselves as such data isn't transferred to Rakuten Bank.

Significantly reduce the trouble of identifying senders and clearing by utilizing transfer payment-only account

## Rakuten Bank Secured Receipt Service / Rakuten Bank Just Match

The service makes clearing easy by identifying the sender of funds by their "transfer payment-only account number" which is issued to each sender

1. Easy to identify the sender by the "transfer payment-only account number" issued to each sender.
2. Easy for small and medium-sized businesses to use as it is available from 100 bank accounts.
3. Makes it possible to prevent erroneous payment by "transfer payment-only account number" with check digit (selectable).
4. Upon receiving a transfer payment to the transfer payment-only account assigned to each sender, funds will be automatically transferred to customers' Rakuten Bank main account.



It is possible to confirm senders by the account numbers!

**Check!**

### Recommended to the customers below!

- Corporate customers who are considering rationalization of accounts receivable cash application
- Customers who receive deposits from unspecified large number of clients

Attractive easy, reliable and high interest rates

## Yen Deposits (Ordinary deposits / Term deposits)

Customers can complete all process such as application and cancellation via the Internet. Customers can deposit from as short as one week to effectively manage the excess funds.

In addition to high interest rates, ordering in real time is possible

## Foreign Currency Deposits (Foreign currency ordinary deposits)

It is possible to conduct transactions of foreign currency deposits 24 hours a day during transaction hours.\* Rakuten Bank's exchange rates are linked to prevailing market exchange rates.

\* In general, every week from Monday 8:00 am to Saturday 2:59 am

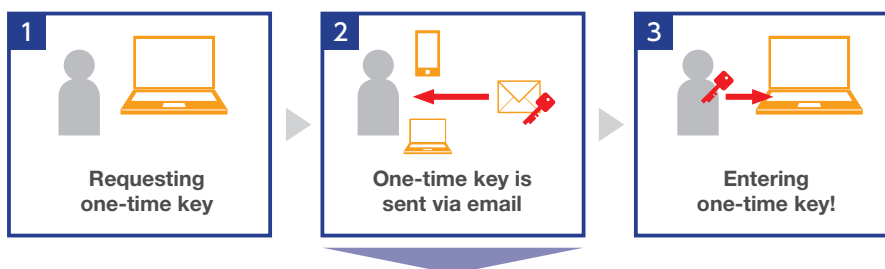
## Security

### As an Internet bank, we constantly implement new measures to maintain and improve a strong level of security

#### Important Security Measures

### One-Time Authentication ... High-security function where the password changes each time

- A one-time password key (One-time key) is generated for each transaction and delivered via email to the customers' registered email address
- Effective security feature to prevent identify theft
- Effective security feature to counter keystroke logging and other spyware programs



**We request our customers to register their mobile phone or smartphone email address to ensure more secure environment for the transaction.**

### Rakuten Bank App for Business ... Enhancing security by smartphone

**Smartphone app for corporate and sole proprietary business accounts which enables our customers to conduct authentication by a password valid for a certain period that is displayed on the smartphone.**

- A stronger security by "One-time Password" which will change every 30 seconds
- Enables our customers to make a transaction quickly and securely as they can easily check by smartphone
- A user can add up to five hand-sets used for authentication



#### Rakuten Bank's Security Environment

##### Security Questions

When a customer logs into their Rakuten Bank account, an overall analysis of their PC environment is done, and if additional authentication is deemed necessary through the automated system, a security question will be asked to complete the login.

##### Security Card

When judged by the Rakuten Bank system as required in case of important transactions such as transfer to other banks, a personal authentication is required by entering alphanumeric characters on the security card.

##### Timeout

After logging in to Rakuten Bank, if there are no interactions

for a certain period of time, the system will automatically log the customer out, preventing possible fraudulent use by third parties.

##### Mobile Access Restriction

Restriction of login to a specified mobile phone and mobile site/smartphone application.

##### IP Restriction Service

By pre-registering an Internet provider (domain name, IP address), customers can restrict transactions that require authentication to their registered IP addresses.

**Advantage** Prevention of identity theft or fraudulent use by third parties

## Security

### VISA Authentication Service

Customers can optionally set a password for authentication, on VISA debit use at online shopping member stores that participate in VISA authentication service.

### JCB J/Secure

Authentication service for Internet shopping requiring the registered password at JCB in addition to customers' information.

**Advantage** Prevention of identity theft or fraudulent use by third parties for Internet shopping

### Maximum Limits on Transfers

Customers can choose to set a limit for the available amount for transfer per day (units of ¥1,000).

### ATM Withdrawal Restriction

Customers can choose to restrict withdrawals to specific ATM alliance partners, set a maximum ATM withdrawal amount, and/or limit the time of day for withdrawals.

### VISA/JCB Debit Use Restriction

Customers can utilize the optional settings to restrict use of their VISA/JCB debit card and/or set daily usage limits in units of ¥1,000.

**Advantage** Minimize the potential loss amount in the case of damages from a lost and/or stolen card

### Security Keyboard

We provide a security keyboard, which utilizes one-time functionality, enables our customers to enter their login passwords or pin code on the screen without the need for a keyboard.

**Advantage** Prevention of key loggers

### 256-bit SSL Encryption

Private information is encrypted utilizing 256-bit SSL encryption technology, which is the de facto global standard, to prevent the theft and/or alteration of customers' personal information. Our mobile banking services utilize the same level of 256-bit SSL encryption as our online services.

**Advantage** Prevention of theft and/or manipulation of customers' valuable information

### VeriSign Extended Validation SSL

In order to confirm the existence of a website's operator, a certificate is issued through a strict authentication process in compliance with universal industry standards. As a security countermeasure against fraud related to phishing, which has seen an escalation in damages, we employ Symantec Website Security's (former VeriSign Japan KK) Extended Validation SSL (EV-SSL).

**Advantage** Prevention of damages from fraud related to phishing

### Banking Malware Support

Customer support service to address security concerns such as when "a virus infection causes the appearance of false websites" or "a PC might be infected with a virus." If necessary, we can investigate our customer's PC terminal. When required, we will remotely access to our customer's PC terminal and clean the virus.

**Advantage** Prevention of virus infection

## Compensation/Remedies for Damages

**In the case that a customer falls victim to fraud, Rakuten Bank will cooperate with law enforcement to provide any required information and help any investigations. In addition, we have prepared multiple remedies to resolve issues related to any fraud.**

### Personal Customers

#### Compensation for Cash Card Related Fraud

For personal customers, in the case of fraudulent use related to the automatic withdrawal of funds (ATM etc.) by a third party from a falsified or stolen cash card, the general principal is that Rakuten Bank will compensate the customer in full for the loss.

### Corporate and Sole Proprietor Customers

#### Compensation for Internet Banking Fraud

In the case that a corporate or a sole proprietor customer is a victim of an unauthorized repayment through Internet banking, we will compensate the customer to the maximum limit.

#### Compensation for Internet Banking Fraud

In the case that an personal customer is a victim of an unauthorized repayment through Internet banking, in compliance with the Deposit Insurance law and in agreement with the Japanese Bankers Association, if the customer is not personally at fault for the fraud, we will compensate the customer, even if Rakuten Bank is not at fault.

\* In cases of a customer's gross negligence or negligence regarding cash card or Internet banking, it is possible that the loss will be deemed ineligible for compensation or only partial compensation will be paid. For more details, please refer to our website.

#### Relief for Bank Transfer Scams

For damages related to bank transfer scams, customers can request a damage recovery benefit in accordance with the Furikome Fraud Relief Act (Act on Damage Recovery Benefit Distributed from Fund in Bank Accounts Used for Crimes). For more details, please refer to our website.

#### Shopping Insurance (Card Purchase Movable Comprehensive Insurance)

For products purchased with the Rakuten Bank Debit Card (Gold), for 60 days after purchase, losses from breakage or property loss, including accidental loss, will be compensated.

\* Some cases may not be subject for compensation. For more details, please refer to our website.

## CSR Initiatives

# CSR and environmental activities that take advantage of an Internet bank's unique characteristics

### Rakuten Bank Corporate Social Responsibility

Rakuten Bank practices Corporate Social Responsibility management to support the realization of a sustainable society, under the mission of contributing to economically and morally rich societal development. In addition, Rakuten Bank is proactively involved in social contribution activities and environmental activities to support economic, social and environmental development as a good corporate citizen.

#### Rakuten Clutch Special Charity Fund

The Rakuten Clutch Special Charity Fund is a group-wide fundraising initiative utilizing the mascot of the Tohoku Rakuten Golden Eagles, Clutch. Through the initiative, we collect donations for a variety of causes, including donations for areas affected by disasters and the Rakuten's Forest program, which aims to protect biodiversity.



#### Support of Fundraising Activities

We provide assistance to non-profit organizations to collect donations through Rakuten Bank accounts. We offer a secure settlements service which enables Rakuten Bank account holders to make donations easily without fees by utilizing our "Rakuten Bank Easy Settlement" service.\*

\*When Rakuten Bank account holders click on the "Donate" button, a login screen is displayed. After logging in, the transfer screen appears with the non-profit organization's account information automatically filled in, allowing the customer to simply enter the amount of money they wish to donate and make their donation without any input errors.

#### Chokotto ikoto Program

The Chokotto ikoto Program allows customers to make automatic regular donations to participating foundations through the co-operation of participating companies. The cost of making donations to the program is covered by participating corporations, allowing our customers to participate in this service at no cost.



#### Rakuten Clutch Fundraising Initiative

Title	Term	Amount
Rakuten Clutch Fundraising Initiative 'Rakuten's Forest'	July 3, 2014 ~	JPY 707,051 (As of March 31, 2018)
Rakuten Clutch Fundraising Initiative for Peru Flood	March 23, 2017 - April 20, 2017	JPY 92,120
Rakuten Clutch Fundraising Initiative for Kyushu heavy rain	July 7, 2017 - August 7, 2017	JPY 1,332,514
Rakuten Clutch Fundraising Initiative 'Children's Future Support Fund'	December 1, 2017 - December 28, 2017	JPY 91,354
Rakuten Clutch Fundraising Initiative for Taiwan Earthquake	February 9, 2018 - March 8, 2018	JPY 2,922,493

## Financial Highlights

In fiscal 2017, core net business profit was ¥23.9 billion, ordinary profit was ¥23.6 billion and net income attributable to owners of parent was ¥16.4 billion. The total number of accounts exceeded 6 million, making Rakuten Bank the first Internet bank\* to achieve this, and the deposit balance also steadily increased and surpassed ¥2 trillion. In addition, home loan balance exceeded ¥300 billion.

\*According to a Rakuten Bank survey (as of August 2017)

(Unit: Millions of Yen)

	Fiscal 2013 (March 31, 2014) Non-Consolidated	Fiscal 2014 (March 31, 2015) Consolidated	Fiscal 2015 (March 31, 2016) Consolidated	Fiscal 2016 (March 31, 2017) Consolidated	Fiscal 2017 (March 31, 2018) Consolidated
Ordinary Income	45,453	54,165	64,584	70,591	79,720
Gross Ordinary Profit	26,336	30,618	37,097	40,865	47,420
Net Interest Income	25,878	32,048	38,877	44,223	50,826
Net Fee and Commission Income	▲ 1,844	▲ 4,045	▲ 5,760	▲ 6,281	▲ 7,337
Net Other Operating Income	2,303	2,615	3,979	2,923	3,930
General and Administrative Expenses	19,160	19,465	21,381	21,738	23,484
Ordinary Profit	7,518	11,287	15,716	19,083	23,660
Net Business Profit	7,176	11,099	15,542	18,950	23,593
Core Net Business Profit	7,176	11,153	15,715	19,094	23,936
Net Income Attributable to Owners of Parent	—	8,559	10,105	13,526	16,433
Current Net Income	7,446	—	—	—	—

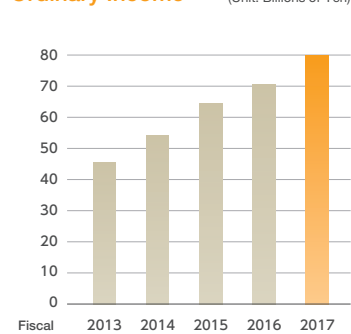
Note: Core net business profit = Net business profit (before transfer to general allowance for loan losses) – Gains (losses) related to bonds

## Ordinary Income, Ordinary Profit and Core Net Business Profit

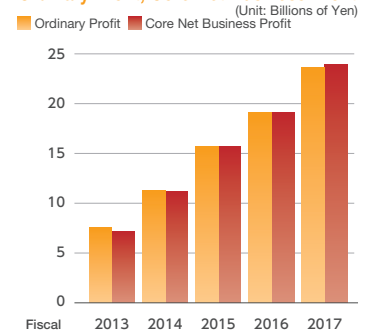
Ordinary income was ¥79.72 billion (a year-on-year increase of 12.9%), ordinary profit was ¥23.66 billion (an increase of 23.9%), exceeded ¥20 billion, reaching a record-high.

The growth of the interest income from the increase in the balance of Home Loan and Rakuten Bank Super Loan (card loan), and the strong increase in the balance of the trust beneficiary right of Rakuten Card Co., Ltd., the increase in the commission income of settlements, such as bank transfer, etc., and an improvement of the ratio of ordinary profit benefitted by economy of scale contributed to increases in both sales and profit. The core net business profit was ¥23.93 billion (an increase of 25.3%).

Ordinary Income (Unit: Billions of Yen)



Ordinary Profit, Core Net Business Profit (Unit: Billions of Yen)



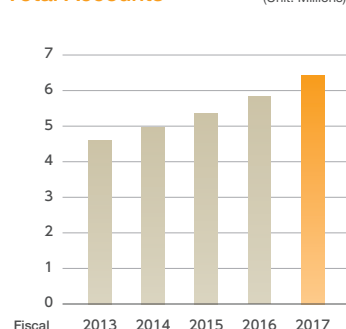
## Total Accounts and Total Settlements

Total accounts reached 6.4 million (a year-on-year increase of 10.2%).

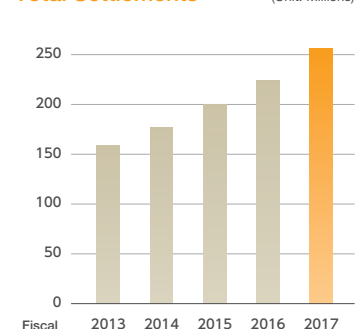
65% of all personal accounts are registered as Happy Program members (Rakuten ID linkage), and 10% of personal customers have applied for the Money Bridge (bank/securities account linking service with Rakuten Securities, as of March 31, 2018).

In addition, the total number of settlements steadily increased in 256 million (an increase of 14.5%).

Total Accounts (Unit: Millions)



Total Settlements (Unit: Millions)

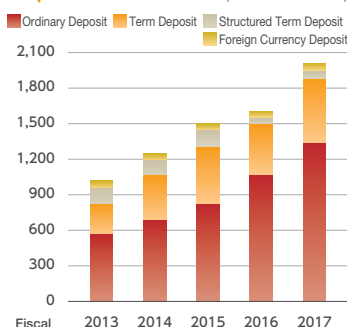


## Financial Highlights

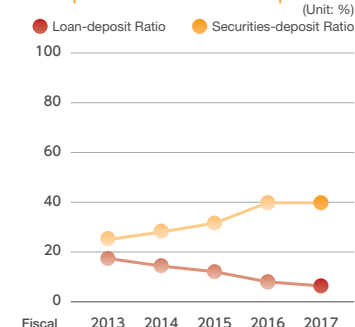
### Deposit Balance, Loan-deposit Ratio and Securities-deposit Ratio

Deposits as of the end of fiscal 2017 were as follows: Ordinary deposits were ¥1,330.6 billion, term deposits were ¥546.2 billion, structured term deposits were ¥65.5 billion and foreign currency deposits were ¥67.6 billion, leading to total deposits of ¥2,010.1 billion (a year-on-year increase of 25.1%). Our loan-deposit ratio achieved 39.8%, and our securities-deposit ratio was 6.4%.

Deposit Balance (Unit: Billions of Yen)



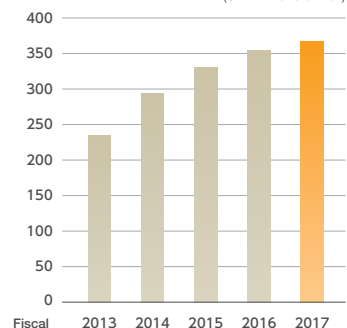
Loan-deposit Ratio and Securities-deposit Ratio (Unit: %)



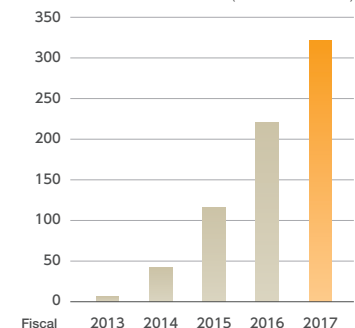
### Loan Balance

The balance of Rakuten Bank Super Loan (card loan) as of the end of fiscal 2017 reached ¥366.9 billion (a year-on-year increase of 3.6%). Home Loan balance was ¥321.3 billion (a year-on-year increase of 45.4%), exceeding ¥300 billion. As a result, total loans outstanding was ¥801.8 billion (an increase of 25.1%).

Card Loan Balance (Unit: Billions of Yen)



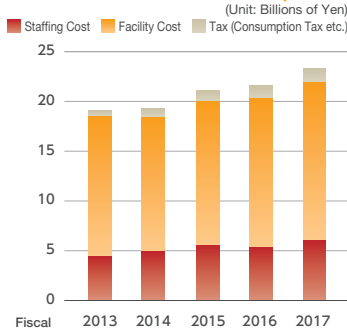
Home Loan balance (Unit: Billions of Yen)



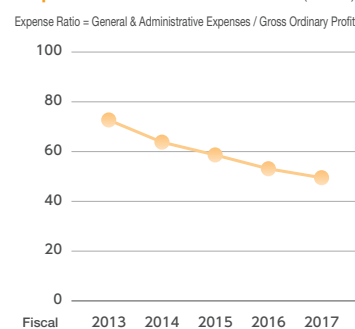
### General and Administrative Expenses and Expense Ratio

General and administrative expenses were ¥23.4 billion (a year-on-year increase of 8.0%) in the fiscal 2017. However, due to an increase in gross ordinary profit, the expense ratio decreased to 49.5% (a decrease of 3.6% from the fiscal 2016), below 50%.

General and Administrative Expenses (Unit: Billions of Yen)



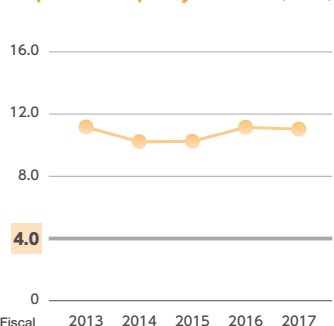
Expense Ratio (Unit: %)



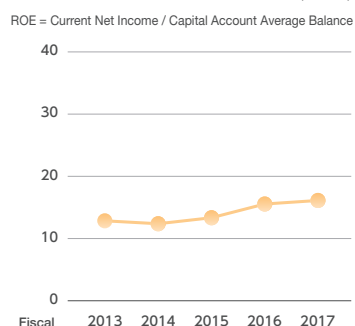
### Capital Adequacy Ratio and ROE

The capital adequacy ratio (Japanese standard) was 11.03%, and we maintained a stable level (The new standard for the capital adequacy ratio, "Basel III for banks in Japan," has been applied since March 31, 2014). ROE was 16.12%.

Capital Adequacy Ratio (Unit: %)



ROE (Unit: %)



\*Basel III for banks in Japan" has been applied since fiscal 2013

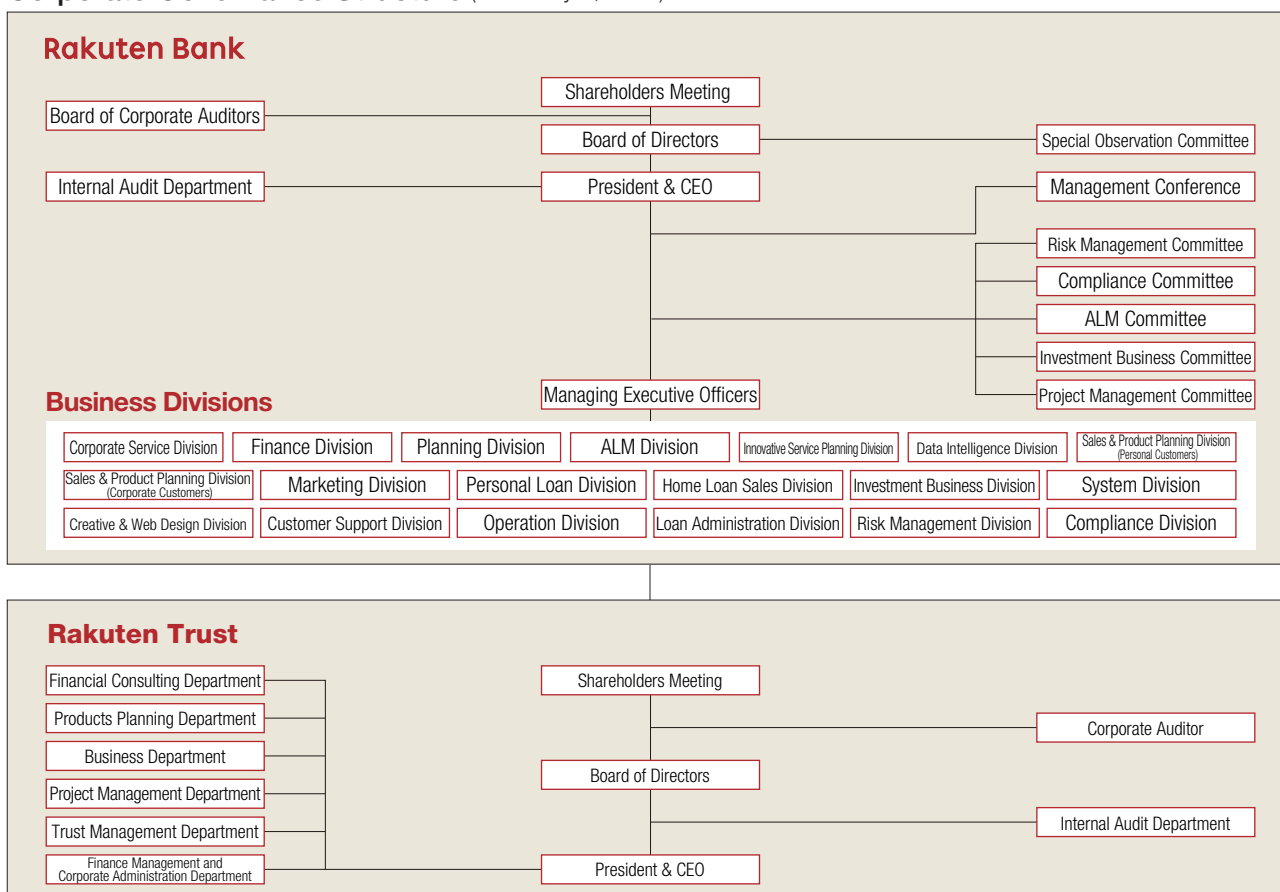
## Business Operations

# Strengthening our management structure to meet our public responsibilities.

### Corporate Governance

At Rakuten Bank, we are aware that maximizing corporate value while also meeting our public responsibilities as a bank is fundamental to the concept of corporate governance. Therefore, we have established a corporate management framework that strengthens corporate governance while maintaining efficient and fair decision-making and business management systems utilizing transparent and sound management policy decision-making processes, strengthened mutual supervision provisions, a clearly defined compliance framework and clear disclosure mechanisms.

### Corporate Governance Structure (As of July 1, 2018)



## Outline of the Corporate Governance Structure

### 1 Overview of the Corporate Structure

Rakuten Bank has adopted a corporate auditor system.

The Board of Directors, as of July 1, 2018, consists of 5 members, including 2 external directors who have extensive business experience and are capable of evaluating and auditing the business results from an objective point of view.

In addition, as of July 1, 2018, an independent Board of Corporate Auditors of 3 members has been set up with highly experienced specialists having extensive knowledge from the finance industry to effectively monitor and audit management.

## Business Operations

### 2 Details of the Corporate Structure

The Board of Directors, which holds ordinary meetings once a month as a general rule, strives to enhance the fairness and transparency of operations as the body for monitoring management, resolving statutory matters, determining basic policy, exchanging opinions from a broad perspective and building a business management system, among others.

The Management Conference meets twice a month as a general rule. It serves as a consulting body for matters to be decided by the Board of Directors, in order that the Board of Directors may make decisions on the matters on the agenda or obtain the necessary information to monitor management; in addition, it inspects the matters resolved by the Board of Directors and performs operations based on the business management policy determined by the Board of Directors.

Additionally, the Risk Management Committee, the Compliance Committee, the ALM Committee, the Investment Business Committee and the Project Management Committee have been set up in order to conduct necessary deliberations prior to the formal decision-making by Rakuten Bank.

### 3 Appropriate Role of Corporate Governance in a Wholly Owned Subsidiary of a Business Holding Company

As a wholly owned subsidiary of a business holding company, we have taken the following measures toward achieving an appropriate role for corporate governance. As a general rule, half of the members of the Board of Directors are selected from outside of the Rakuten Group and a system is in place that effectively checks the relationship between board members and the Rakuten Group. Additionally, we have established a Special Observation Committee comprising directors and corporate auditors selected from outside of the Rakuten Group, which must be consulted in advance on management policy decisions based on Rakuten Inc.'s requests related to Rakuten Inc.'s group business strategy, human resource matter related to both Rakuten Bank and the Rakuten Group, and the conducting of transactions and actions with the Rakuten Group, thereby ensuring an appropriate governance structure as a bank.

### 4 Internal Audits and Audits by Corporate Auditors

The 7 members of the Internal Audit Department, which reports directly to the CEO, are responsible for conducting internal audits. Internal audits on the divisions and subsidiaries of Rakuten Bank are conducted in accordance with the Regulations for Internal Audit and internal auditing plans, which have been approved by the Board of Directors, in order to verify the appropriateness and efficiency of the system of internal controls over business operations in general and the risk management framework.

Promptly upon completion of the internal audit, the Internal Audit Department reports the results to the CEO, as well as the Board of Directors and Board of Corporate Auditors. Moreover, the Internal Audit Department reports on the status of activities of the Internal Audit Department and the improvement status of recommendations given in the course of the internal audits to the Board of Directors and Board of Corporate Auditors every three months. The Internal Audit Department maintains open channels of communication with the corporate auditors in order to share various issues relating to internal controls. The Internal Audit Department also engages in exchanges of opinions with the accounting auditors as appropriate, in order to confirm the necessary improvements in internal controls recognized by the accounting auditors.

Audits by corporate auditors are conducted by the 3 corporate auditors, including 1 standing corporate auditor. They involve the audit of the directors' execution of duties and accounting audits. In the course of conducting audits, each corporate auditor draws up an audit policy and audit plan, attends Board meetings and other important meetings, hears reports from the CEO and other members of management, communicates with the Internal Audit Department, inspects important documents and performs audits on the divisions and subsidiaries of Rakuten Bank. The Board of Corporate Auditors also receives reports on the results of accounting auditor's audits from the accounting auditors, confirms their appropriateness, and determines accounting auditors' appointment.

### 5 Accounting Audits

In fiscal 2017, Rakuten Bank entered into an audit service agreement with Ernst & Young ShinNihon LLC and underwent an accounting audit.

The name of the certified public accountants that provided accounting auditing services in the current fiscal year and the structure of assistants for accounting auditing services are as described below. The number of years they continuously executed the audit of Rakuten Bank is not stated, as Ernst & Young ShinNihon LLC has been auditing Rakuten Bank for seven years or less.

The names of certified public accountants who executed audit work: Designated Limited Liability Partners and Engagement Partners: Masashi Nezu, Kenji Kuroda.

Structure of assistants for accounting audit services: 8 certified public accountants and 17 other persons.

### 6 Relationship with External Directors and External Corporate Auditors (As of July 1, 2018)

Rakuten Bank has 2 external directors and 3 external corporate auditors.

Rakuten Bank has no human, capital or operational relationships or any other special interests with them.

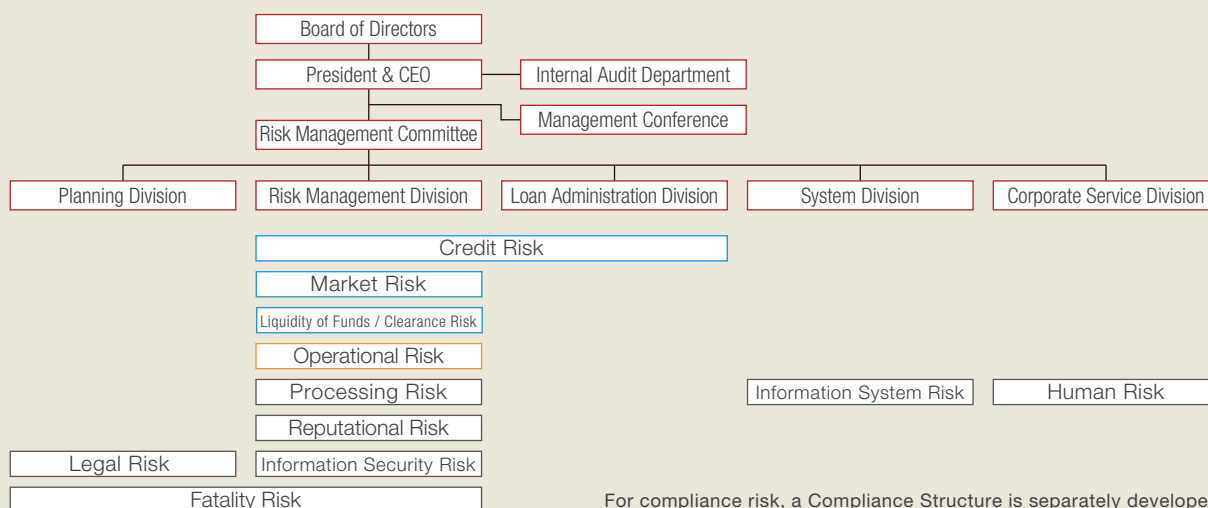
## Business Operations

# Established a well-organized management structure to cope with risks unique to Internet bank.

### Risk Management Framework

Rakuten Bank's Board of Directors has established our risk management policies in the Regulations for Bank-wide Risk Management, which include specific regulations and detailed regulations for each division based on the overall policy. Business is conducted in accordance with the rules and regulations prescribed. Our overall risk management system is centrally managed by the Risk Management Division, with monthly reporting to the Risk Management Committee, Management Conference and Board of Directors. Meanwhile, the Regulations for Crisis Management is in place for cases of business incidents and/or natural disaster which allows us to take all possible measures necessary to ensure that we can serve our public function as a bank, even in unforeseen circumstances.

#### Risk Management Framework (As of July 1, 2018)



### 1 Integrated Risk Management Framework

We have developed a framework for managing capital adequacy centered on a system of managing capital allocations (hereinafter collectively referred to as "capital allocation management"), for the purpose of ensuring sound management by preliminarily allocating capital in each risk category and restricting risk taking levels within the amount of capital allocated.

In specific terms, capital allocable to market and credit risks, capital allocable to operational risks, and the like, are defined according to the nature of the allocable capital and associated risks; and within each risk category, namely market risk, credit risk, and operational risk, the allocation of the corresponding risk capital is determined (hereinafter referred to as "capital allocation") at least once each quarter by the Board of Directors.

Additionally, as part of the monthly PDCA cycle for managing capital adequacy, we conduct monthly checks on whether the actual capital used and the estimated amount of capital to be used in the future have not exceeded allocated capital, while at the same time making sure that the capital buffer, which is defined as surplus of risk capital, exceeds the amount of stressed capital. In effect, the Board of Directors conducts quarterly checks to ensure that no material problems will occur to our capital adequacy even in the event of drastic market fluctuations and/or changes to our credit standing.

## Business Operations

### 2 Market Risk and Credit Risk Management Framework

#### (1) Market Risk Management

Rakuten Bank defines market risk as the risk of declining profits or incurring losses due to fluctuations in the value of assets held as a result of fluctuations in interest rates, foreign exchange rates and stock prices. Moreover, the sources of such assets include (i) investment assets generated through investment operations and (ii) securities and other assets held for strategic purposes including 1) Japanese government bonds, municipal bonds and government backed bonds, 2) Japan Housing Finance Agency Mortgage Backed Securities, 3) listed stocks, ETFs, 4) foreign currency and 5) other marketable assets. Rakuten Bank has stipulated the method of measurement of risk capital, loss-cut rules, monitoring methods and cycles for each of the above assets in the Regulations for Market Risk Management and Detailed Regulations for Market Risk Management. The results of risk capital measurement are used in the management of capital allocation, and compliance status of each rule is reported on a daily and/or monthly basis to the Risk Management Committee and the Board of Directors, etc.

#### (2) Credit Risk Management

Rakuten Bank defines credit risk as the risk of decrease or the loss of the value of assets and incurring losses mainly due to deterioration in an obligor's financial position. Moreover, the sources of such assets include (i) trade-receivables generated through the provision of services, (ii) investment assets generated through investment operations, (iii) receivables generated through loan operations, and (iv) securities and other assets held for strategic purposes. Rakuten Bank has stipulated the method of measurement of risk capital, decision-making processes as to credit offering in relation to the value, loss-cut rules, and monitoring methods and cycles for each of the above assets in the Regulations for Credit Risk Management and Detailed Regulations for Credit Risk Management. The results of risk capital measurement are used in the monitoring of capital allocation, and compliance status of each rule is reported on a daily and/or monthly basis to the Risk Management Committee and the Board of Directors, etc.

Rakuten Bank currently takes on risks in the form of credit risk, the main sources of which are personal loans including home loans and Rakuten Bank Super Loan (card loan) and the trust beneficially right of Rakuten Card Co., Ltd. However, by implementing risk measurement based on the attributes of debtors and trends of arrears, Rakuten Bank quantitatively grasps and manages this credit risk. For securities holdings and corporate customers with business loans, we grant common debtor ratings and manage credit limit based on the credibility of the obligor.

#### (3) Stress Testing and Backtesting

In order to complement the limitations of the methods used to measure risk capital in terms of market risk and credit risk, we perform stress testing and backtesting every quarter, as a general rule. Stress testing is performed assuming scenarios depending on objectives, and the impact of each scenario on our capital adequacy is verified, while we verify our measurement models through backtesting. The results of these tests are reported to the Risk Management Committee and the Board of Directors, etc.

### 3 Liquidity Risk Management Framework

In order to ensure operations remain continuous without interruption, even in the event of a drastic outflow of deposits such as in the event of a run on banks, or in situation of stress under which asset outflows are expected to continue over a period of time, Rakuten Bank has set forth the basic policy on liquidity risk in the Regulations for Bank-wide Risk Management and Regulations for Liquidity Risk Management for the purpose of securing funding based on the holding and utilization of assets, which are convertible into cash. Additionally, Rakuten Bank manages liquidity risk through the clarification of an action plan intended to ensure sufficient liquidity and control reputational risk by setting forth the Liquidity Risk Contingency Plan, whose basic policy involves a judgment of the situation and its categorization into "Normal," "Requiring Caution," "Cause for Concern" or "Crisis Point," depending on the fund liquidity status (mode determination) and taking appropriate actions. The results of mode determination, which is conducted on a daily basis in the course of liquidity risk management, are reported to the Risk Management Committee and other committees.

### 4 Operational Risk Management Framework

In accordance with the Regulations for Bank-wide Risk Management and the Regulations for Operational Risk Management, Rakuten Bank recognizes the reinforcement of our operational risk management framework to be one of our priority management tasks and has been developing and improving our operational risk management framework, as well as enhancing its sophistication.

## Business Operations

### (1) Processing Risk Management Framework

In order to address potential processing risks, Rakuten Bank, as a general rule, conducts an Operational Risk Assessment every year, with particular emphasis on identifying the location, type and impact of risks inherent in the bank's processing flow. At the same time, an evaluation of the control status of such risks is conducted and risk reduction measures are deliberated and implemented for processing flows, which are determined to be high risk. Additionally, in order to address risks that have materialized, Rakuten Bank defines events that require reprocessing or responses from the entire organization, separate from normal business processes, as a result of the willful intent or inadvertent administrative error of the bank's executives, employees or subcontractors, or errors in the systems or administrative processes as incidents, and has been striving to reduce risks by building a framework to prevent the recurrences of incidents that match the degree of materialization of such risks.

The status of assessment and the occurrence/causes/prevention measures of such incidents are reported to the Risk Management Committee, etc.

### (2) Information System Risk Management Framework

As Rakuten Bank depends on computer systems for the greater part of our business operations, we recognize information system risk to be one of our most fundamental risks; and accordingly have built a management framework, in addition to strictly overseeing the planning, development and operation of our company-wide systems. Moreover, in addition to duplicating networks and hardware and implementing off-site storage of customer data in preparation for disasters and failures, Rakuten Bank has established a disaster control center capable of quickly resuming operations following disasters to ensure even more reliable and safe operations. Furthermore, a detailed Contingency Plan has been set forth that places the highest priority on the preservation of customers' assets, as part of a framework that allows customers to engage in transactions with peace of mind. Rakuten Bank's overall policy on information system risk has been determined by its Board of Directors and articulated in the Regulations for Information System Risk Management. Based on the Regulations, purpose based rules and office manuals are placed to familiarize our employees with the overall policy on information system risk. Additionally, the management status of information system risk is reported on a monthly basis to the Risk Management Committee, the Board of Directors and other committees.

### (3) Information Security Risk Management Framework

In order to address the threats to customer assets, customer information, bank assets and bank information, Rakuten Bank implements the following measures based on the risk management frameworks for information security risk, information system risk and compliance risk, which have been set forth in the management of operational risk. The Risk Management Division is responsible for the overall management of information security risk, the System Division is responsible for the management of system security associated with information system risks, and the Planning Division is responsible for dealing with financial crimes, while a mechanism has been put in place that ensures the absence of any gaps among the risk management of each division. Moreover, we have reinforced our information security by conducting checks in compliance with FISC (The Center for Financial Industry Information Systems) safety standards and other information security standards, primarily on system confidentiality, integrity and availability, while, in terms of external threats to our web system, we implement the latest system security measures, including the performance of regular security tests by a third party. Additionally, incident reports relating to information security risk, security status of information system and reports on the handling status of financial crimes are given by each division on a monthly basis to the Board of Directors, etc.

### (4) Management Framework of Other Operational Risks

#### (i) Reputational Risk

Rakuten Bank defines reputational risk as the risk of disruption to the bank's operations due to media reports and/or rumors stemming from false facts or actual materialization of various risk cases relating to the bank's operations and manages such risks by establishing the Regulations for Reputational Risk Management which set forth basic management policies and the response methods in the event that such risks materialize.

#### (ii) Human Risk and Legal Risk

Rakuten Bank defines human risk as the risk incurred from HR operations, such as inequality or inequity in the bank's human resources management (including problems with remuneration, benefits, dismissal, etc.) and discriminatory conduct (including sexual harassment), and an increase in the number of employees going on long-term leave as a result of mental problems, and other factors, and legal risk as the risk of incurring losses (including litigation costs and attorney fees) from penalties, administrative dispositions, compensation for damages and voided contracts, and other issues as a result of statutes or litigation, and manages such risks by establishing the Regulations for Human Risk Management and the Regulations for Legal Risk Management which set forth the basic policies on the management of such risks.

## Business Operations

### Compliance Structure

Rakuten Bank understands that we have a public responsibility as a bank, and are aware of the paramount importance of sound management policy and maintaining society's trust and reliance, while conducting business operations with a high ethical standard. Therefore, we require our executives and employees to perform their duties with the highest ethical standards, while abiding by relevant regulations and laws, in accordance with our social responsibility. Compliance activities are mainly handled through the following initiatives.

- The Board of Directors has established the Compliance Program, a concrete compliance action plan, and oversees and reviews the progress of implementation on a routine basis.
- A Compliance Committee has been established, which meets on a regular basis, to review business matters from a compliance perspective and raise issues related to managing audit and/or Board of Director decisions.
- A Compliance Division has been established under the Executive Officer in charge of compliance to oversee company-level compliance, and personnel in charge of compliance have been appointed to each division. Together, they make up the structure to firmly establish an awareness of compliance in daily operations, conduct monitoring and share relevant information.
- Compliance and legal reviews are conducted on various business projects by the personnel in charge of compliance and/or the compliance officer and the Legal Affairs section. The Project Management Committee, the Investment Business Committee and the Risk Management Committee meetings are attended by the Executive Officer in charge and/or the Executive Manager of the Compliance Division to deliberate business projects.
- We are actively engaged in the prevention of money laundering, financing of terrorism and other financial crimes through the reinforcement of our systems.
- We actively promote initiatives to shut out antisocial forces by such means as including provisions to exclude organized crime groups in the various trading rules including Terms & Conditions for Rakuten Bank Account Services and Terms & Conditions for Super Loan Membership.
- We make efforts to educate our executives and employees in compliance matters by establishing various rules including a code of ethics, compliance regulations and compliance manuals, reviewing them on a periodic basis and as the need arises, and by conducting training sessions.

The designated dispute resolution agency in compliance with the Banking Act to which Rakuten Bank belongs:

The Japanese Bankers Association (JBA)

**Contact** JBA Customer Relations Center

**Phone number** 0570-017-109 or 03-5252-3772 (in Japan)

## Key Events in Fiscal 2017 (April 1, 2017~March 31, 2018)

### New Products and New Services

- 2017**
- Rakuten Bank Home Loan tie-up with Itochu Housing Co., Ltd., Nice Home Co., Ltd., Daiwa House Industry Co., Ltd., Sumitomo Realty & Development Co., Ltd., and Tokyo Tatemono Co., Ltd. (April-March, 2018)
  - Launch of Account Verification Service for corporate customers (June)
  - Launch of Okaimono Panda designed Rakuten Bank Debit Card (JCB) (September)
  - Started partnership of the bank agency businesses with ARUHI Corporation (October)
  - Started offering home loan to LGBT customers (October)
  - Started accepting applications for automatic withdrawal service for iDeCo contributions (October)
  - Started account transfer service for Small Amount Anshin Insurance for Rakuten Bank customers (November)
  - Launch of Rakuten Bank Business Debit Card (JCB) for sole proprietor customers (November)
  - Introduction of TechNavi, FX investment information service, to New Rakuten Bank FX (December)
- 2018**
- Increase of maximum loan amount of Rakuten Bank Home Loan (interest rate selection type) from ¥100 million to ¥200 million (February)
  - Launch of New Rakuten Bank FX Virtual Trade App (February)

### Others

- 2017**
- The number of Rakuten Bank App downloads exceeded 3 million (April)
  - Became the first Internet bank in Japan to exceed 6 million accounts (August)
  - Received "Country Winner" of the Global Finance World's Best Digital Bank Awards for the third consecutive year (August)
  - Total deposits exceeded ¥2 trillion (December)
- 2018**
- Rakuten Bank Home Loan (interest rate selection type) balance exceeded ¥300 billion
  - Received "The Best Digital Bank in Japan" of The International Excellence in Retail Financial Services Awards 2018 from The Asian Banker (March)

## Corporate History

2000	January	Establishment of Japan Electronic Settlement Planning, Inc. (capital ¥400 million) for the purpose of establishing a bank in Chiyoda-ku, Tokyo.	July	Launch of business alliance with Rakuten Securities, Inc. to provide financial product intermediary business.	
	June	Certification based on the revision of New Business Creation Promotion law by the Ministry of Trade and Industry.	October	Became a wholly owned subsidiary of Rakuten, Inc.	
	October	Establishment of our data center.	December	Acquisition of Rakuten Mortgage Co., Ltd.'s business.	
2001	July	Official launch of eBANK, after obtaining a banking license. (Financial Supervisory Bureau No. 3912)	2011	January	Launch of online Corporate International Remittance business.
2002	April	Launch of Mobile Banking Service.	April	Launch of Rakuten Bank x Rakuten Securities account linking service Money Bridge.	
	November	Launch of Easy Bank Transfer (MailMoney) email transfer service.	2012	July	Launch of receiving transfers of national treasury funds (pension, civil servant salaries).
2003	July	Launch of ATM deposit and withdrawal service via Japan Post.	2013	January	Transfer of domestic investment trust sales business to Rakuten Securities, Inc.
	August	Launch of ATM deposit and withdrawal service via IY Bank (Present: Seven Bank, Ltd.).		November	Launch of Rakuten Bank Home Loans (variable interest rate).
	December	Launch of IP address restriction service.		December	Total deposits exceeded ¥1 trillion.
2004	October	Establishment of eBANK Systems, Ltd. (Present: Rakuten Bank Systems, Ltd.)	2014	April	Received a long-term issuer rating (A-) and a short-term issuer rating (J-1) from Japan Credit Rating Agency, Ltd.
	December	Launch of real time Easy Bank Transfer (MailMoney) service.		August	Launch of Transfer by Facebook, a transfer service using Facebook.
2005	February	Registered with Kanto Local Finance Bureau as a financial institution able to execute securities business. (Kanto Finance Bureau No. 609)		September	Acquired 100% ownership of The Trans Value Trust Company, Limited.
	August	Launch of "toto" sports promotion lottery ticket sales online.	December	Launch of Rakuten Bank Education Loan.	
	October	Establishment of eBANK Capital Management (Cayman) Ltd. (consolidated subsidiary), fully funded by our corporation.	2015	April	Launch of Rakuten Bank Debit Card (JCB).
November	Launch of investment trust business.	May		Became the first Internet bank in Japan to exceed 5 million accounts.	
2006	January	Direct connection to the National Bank data communications system.		May	Rakuten Bank Super Loan (card loan) balance exceeded ¥300 billion.
	February	Obtained a license to be a principal member of VISA International Service Association.	June	The number of Rakuten Bank App (for iPhone) downloads exceeded 1 million.	
	2007	June	Registered with Kanto Local Finance Bureau as a financial institution able to execute futures transactions business. (Kanto Finance Bureau No. 176)	August	Head office moved to Setagaya-ku, Tokyo.
July		Launch of cash card with VISA Debit card function.	2016	March	Rakuten Bank Home Loan balance exceeded ¥100 billion.
2008	September	Received approval from the Financial Services Agency to operate guaranteed unsecured personal loans business.		March	Launch of Rakuten Bank Business Debit Card (JCB).
	September	Capital and business alliance with Rakuten, Inc.		August	Launch of Rakuten Bank Business Loan.
2009	February	Received approval for Rakuten, Inc. to become the majority shareholder of eBANK and our parent company.	September	Launch of Transfer by Viber, a transfer service using Viber.	
	March	Received approval from Financial Services Agency to operate personal credit business.	September	Total accounts exceeded 5.55 million.	
	April	Inherited part of the card loan business of Rakuten Credit, Inc. and launched personal card loan business.	November	Started accepting national treasury funds (social insurance, national tax).	
2010	May	Rakuten Mortgage Co., Ltd. became a wholly owned subsidiary of Rakuten Bank, Ltd.	2017	January	Launch of Rakuten Bank Prepaid Card (JCB).
	July	Head office moved to Shinagawa-ku, Tokyo.		March	Launch of salary and bonus transfer service.
	March	Launch of eBANK Happy Program customer loyalty program.		March	Rakuten Bank Home Loan balance exceeded ¥200 billion.
	May	Change of corporate name to Rakuten Bank, Ltd.	April	The number of Rakuten Bank App downloads exceeded 3 million.	
	2018	March	Change of corporate name to Rakuten Bank, Ltd.	August	Total accounts exceeded 6 million.
October				Started a partnership of the bank agency businesses with ARUHI Corporation.	
December				Total deposits exceeded ¥2 trillion.	

# Rakuten Bank

<https://www.rakuten-bank.co.jp>

Rakuten Crimson House, 1-14-1 Tamagawa, Setagaya-ku, Tokyo, 158-0094