

Disclosure
2020

Rakuten
Bank

Annual Report
Year ended March 31, 2020

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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 2019 in our 2020 Annual Report for your review.

During fiscal 2019, although the US-China trade friction intensified and a deceleration trend was seen mainly in manufacturing industry in the US, personal consumption remained strong with favorable employment and income environment. In Europe, there are uncertain factors such as the turmoil over "Brexit," but the overall economy remained solid. In China, although the economic slowdown continued due to the US-China trade friction, there was a feeling of bottoming out thanks to policy support. On the other hand, in Asia overall, the economy continued to decelerate due to factors such as a decline in exports.

In Japan, while the growth of external demand was weak, the economy continued to recover moderately, centered on domestic demand. Before the consumption tax hike in October 2019, some of the rush demand became positive for the economy, and after the consumption tax hike, there was a rebound reaction to the rush demand, but because of the government's various economic measures, major economic downturn was avoided. In addition, the continued monetary easing policy of the Bank of Japan also brought a certain degree of positive effect on supporting the economy. However, due to the pandemic of COVID-19 in the latter half of fiscal 2019, the global economy deteriorated rapidly, and the Japanese economy began to be negatively impacted in the form of sluggish corporate activities and a decline in consumer spending.

Under such economic environment, Rakuten Bank has significantly accelerated the speed of new customer acquisition by continuously utilizing the strong customer base of Rakuten group, while introducing new services and improving our existing services to further improve customer convenience. Thus, as of the end of March 2020, the number of accounts reached 8.68 million, the deposit balance exceeded ¥3.4 trillion, and the total number of settlements also expanded to over 400 million.

Looking at the individual usage of our services by customers, we saw the significant growth in the usage for deposit and withdrawal necessary for our customers' daily lives, such as salary deposit and account transfer. It can be said that the number of customers who use our bank account as their main account has increased steadily.

On the fund management side, despite the continued challenging market environment due to the negative interest rate policy introduced by the Bank of Japan, we maintained our policy not to purchase government bonds for investment and continued investment in home loan, affiliated loan, card loan, and monetary claims bought. The total assets under management as of the end of March 2020 reached ¥2,555 billion in accordance with increase in deposits.

As a result, our consolidated ordinary income for fiscal 2019 significantly increased to ¥95.5 billion. Consolidated ordinary profit was ¥27.2 billion and net income attributable to owners of the parent was ¥18.9 billion. We have also maintained the consolidated capital adequacy ratio at a healthy level of 10.60%.

In terms of management strategy, we continued to further develop the strategy to fully utilize customer base of Rakuten Group and expand our business scale by acquiring new customers. By taking part in Rakuten SPU (Super Point-up Program) where our customers can multiply Rakuten Point which they gain when shopping in Rakuten Ichiba, we are able to acquire new customers from Rakuten Ichiba, which has the largest customer base in the group. Furthermore, we concluded bank agency agreement with Rakuten General Insurance and Rakuten Card, and strengthened the customer acquisition from the Fintech business within the group. In addition, leveraging the convenience and attractive deposit interest rate of "Money Bridge," which is an account linkage service with Rakuten Securities, we succeeded in significantly expanding the number of mutual customers between Rakuten Securities and Rakuten Bank.

We also continued to work on improving the functions of the "Rakuten Bank App" and established a platform that enables our customers to use our services more conveniently, as well as introduced new unique services and designs to strengthen the differentiation from other banks. Specifically, with the cooperation of Rakuten Life Insurance, we introduced a 50%-protection cancer insurance rider for free for the group credit life insurance provided at the time of the contract of the Rakuten Bank Home loan. In addition, we expanded the payment slips available for "Rakuten Bank Convenience Store Payment," which allows customers to settle payments at any time simply by reading the barcode of the payment slip with "Rakuten Bank App," and greatly improved its convenience. We introduced the new "Okaimono Panda" design for Rakuten Bank Debit Card (JCB) to cater to the requests from the "Okaimono Panda" fans. Through these efforts, we have strengthened the support of our customers by realizing more convenient banking services and creating our own value that is different from other banks.

Meanwhile, we actively participated not only in strengthening our own services but also in creating a social structure for the next generation. Based on the efforts of the public and private sectors to significantly raise cashless payments, we registered as a type A and type B cashless settlement business in the "Point Reward Project for Consumers using Cashless Payment" incorporated by the Ministry of Economy, Trade and Industry, and accelerated our efforts toward the realization of a cashless society through the consumer reward project. Regarding the spread of open APIs, which is one of the important measures to promote Fintech, we promptly prepared read APIs and write APIs, and actively proceeded with API connection in sequence to provide new value to customers in collaboration with connected companies. Furthermore, based on the epoch-making idea of forming a business alliance with Ogaki Kyoritsu Bank and using open APIs for inter-bank connections, we began offering a variety of Internet banking services to Ogaki Kyoritsu Bank's customers and opened the door for new collaboration between regional financial institutions and Internet banks.

Our comprehensive efforts have been recognized by leading global finance media. For the fifth 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." European monthly financial magazine "Euromoney" has also awarded us the "Best Digital Bank" at their "Asiamoney best bank awards 2019 Japan" for the second consecutive year.

As a completely new initiative for our future, we decided to enter banking service in the form of a joint venture with a local partner in Taiwan, where Rakuten Group offers various services including EC and credit cards, and obtained necessary approvals to start a banking operation from the Financial Supervisory Commission, Taiwan's financial supervisory authority in July 2019. This initiative is to deliver our banking services that are already highly evaluated by our customers in Japan to overseas market and it will greatly expand the possibilities of our business. As for the banking business in Taiwan, we are currently making all-out preparations so that the service can be started by the end of fiscal 2020.

As a leading company of Fintech, we are determined continue to innovate banking services, aiming to be the "Safe, Secure and Most Convenient Bank." By maximizing Rakuten Group's customer base and IT technology to accelerate the development of products and services that are truly convenient for customers, we will also accelerate our efforts to expand our business, improve our business performance and maximize our corporate value to contribute back to all our stakeholders by differentiating ourselves from other banks with our competitive services.

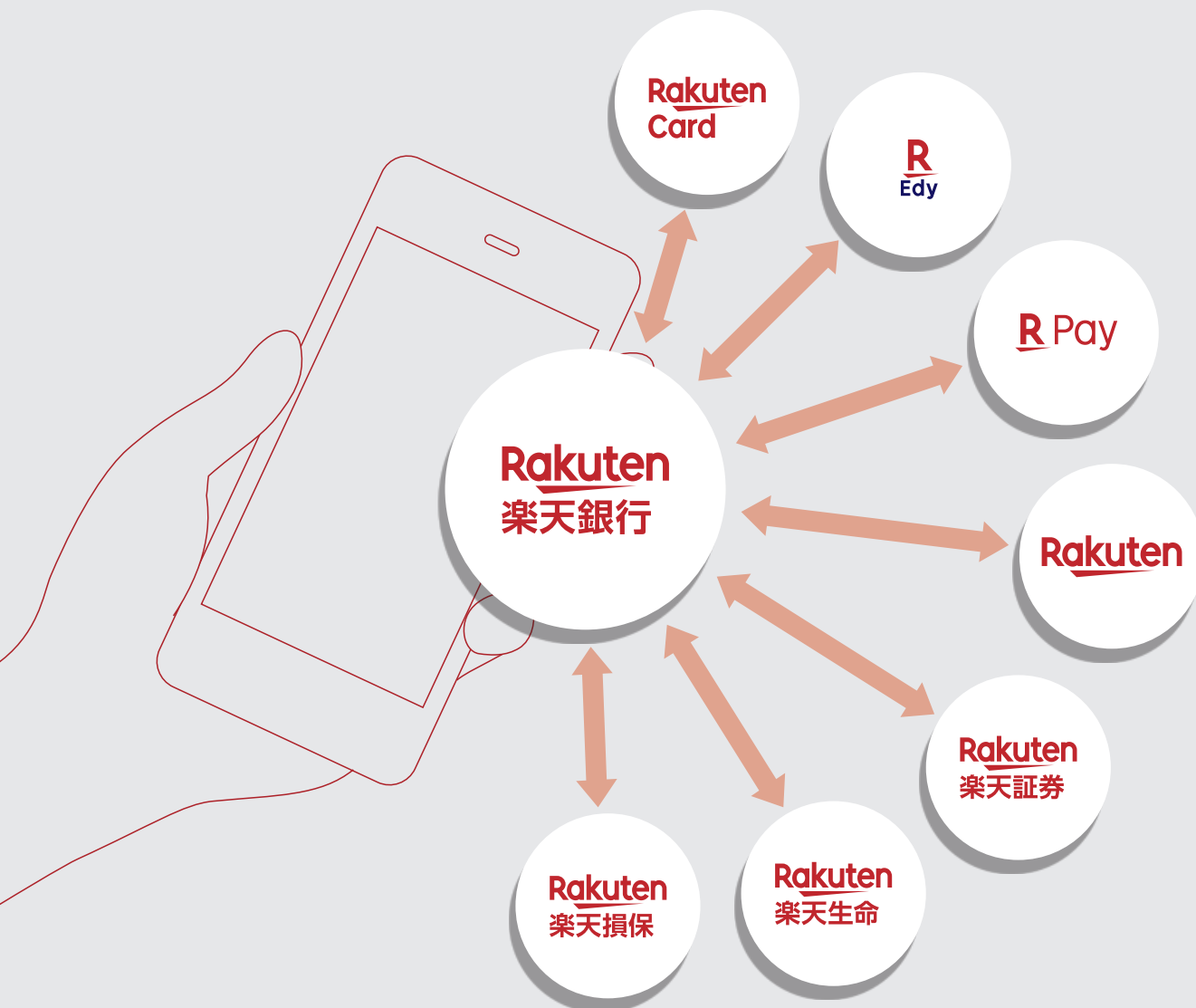
We sincerely ask for your continued understanding and support.

July 2020

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 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 Edy, Rakuten Pay, Rakuten Life Insurance and Rakuten General Insurance 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 100,000 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, LAWSON Bank, and MUFG Bank 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 three 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 Points

By applying for the Happy Program, customers can earn Rakuten Points when making eligible transactions. These Rakuten Points can be used for transfer fees, Debit card payment, Prepaid card charge, and 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 June 30, 2020) 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.

Smartphone will become your bank!

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.



- Transfers and payments
- Checking transaction details
- Transfer by Facebook, Transfer by Viber, Transfer by email
- Yen deposits (Term deposits, Structured deposits)
- Foreign currency deposits (foreign currency deposits, foreign currency term deposits)
- Money Support (Asset Management Tool)
- New Rakuten Bank FX
- Receipt of International remittance
- CASHb for Rakuten Bank
- Rakuraku Warikan
- Rakuten Bank Convenience Store Payment
- ATM locator
- Quick log-in
- Sending identification/certification documents
- Transition to quick log-in when changing the model of smartphones.
- Debit cards・Credit cards
- BIG・toto・lottery ※Only iPhone users
- Card loan
- Home loan
- Campaign application
- Security settings

Biometric authentication function

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

You are able to login to Rakuten Bank App for smartphones by authenticating your registered Fingerprint or Face¹ to smartphone for easy and convenient login² without even entering the password.

Fingerprint authentication is available for both iPhone³ and Android⁴.

Face authentication is not available for some Android models.



¹ Fingerprint authentication and Face authentication are only available to log-in to Rakuten Bank App for smartphones, for transactions such as transfer require entry of security code.

² Login by entering the password is still available.

³ Fingerprint authentication and Face authentication are only available for after iOS8, and after iPhone5s models.

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

Convenient QR code function

Transition of Quick log-in function when changing the model of smartphones

By using QR code, you can use Quick log-in on Rakuten Bank App after changing the model of smartphones.



Convenient Feature

You can earn Rakuten Points by the convenience store payment slip

Rakuten Bank Convenience Store Payment (Convenience store slip payment by Rakuten Bank App)

By reading barcodes printed in convenience store payment slips, you can pay the bill at anytime and anywhere without going to convenience stores. This is a convenient, valuable App payment service, and you can also earn Rakuten Points.

- Advantages of Rakuten Bank Convenience Store Payment**
- Easy payments by reading the barcode
 - Can earn Rakuten Points
 - Fees may be free for some companies



1 Log-in on Rakuten Bank App

Activate Rakuten Bank App by smart phone, and log-in.



2 Select the convenience store payment

Select the convenience store payment service from [Withdrawal/Transfer] tab.



3 Read the barcode by the smartphone camera

Activate the smartphone camera and read the barcode of payment slips.



4 Finish payment after confirming the payment

If there is no problem with the payment content, enter PIN code and complete the payment.

Splitting the payment easily by Rakuten Bank App

Rakuraku Warikan

Rakuraku Warikan is a convenient, easy-to-use service that enables the organizer to split the payment for parties or travels more easily. Various services are available, such as calculating split payments, sending invoice messages and managing payments. It is more convenient when linking bank accounts with Viber (Rakuten Group's mobile message App) accounts.

- Advantages of Rakuraku Warikan**
- Split calculation by easy operation
 - In addition to equal split, payment amount adjustments are available
 - Can send invoice message
 - By easily confirming the payment statement, you never forget receiving payments
 - More convenient when linking with the Viber account
 - Participants don't need Rakuten Bank accounts



Image of split calculation



Image of invoice



Image of payment management



New Service Rakuten Bank's New Service



Provide 50% protection on total home loan balance when diagnosed with cancer
Cancer Insurance Rider is added to the group credit life insurance.

The coverage of Rakuten Bank Home loan's (Interest rate selection type) group credit life insurance¹ is expanded. In addition to the existing All Diseases Protection Rider², Cancer Insurance Rider (50% protection)^{3*4*5*6} which provides 50% protection on total home loan balance when customers are diagnosed with the prescribed cancer is newly added.



Merits of the group credit life insurance with Cancer Insurance Rider

Rakuten Bank pays for insurance premium.

Available for group credit life insurance with comprehensive coverage.

The balance of loan guarantee

- When borrower dies
- When diagnosed with the prescribed severe disability
- When diagnosed with a life expectancy within 6 months
Living Needs Benefit Rider
- When the prescribed disability status continues for over 1 year
All Diseases Protection Rider (Disability security with special agreement)

The home loan balance will be

0

yen.

▲Borrowing (start of guarantee)

The balance of loan guarantee

- When diagnosed as the prescribed cancer
Cancer Insurance Rider (50% protection)

The home loan balance will be

50

%.

▲Borrowing (start of guarantee)

■What is the prescribed disabilities?
 A statement of being hospitalized for the purpose of treating illness or injury, and a condition that corresponds to a prescribed condition due to illness or injury and is being treated at home, etc. under the direction of a doctor. However, there are some illnesses, etc. such as mental disorders, pregnancy, parturition, and puerperium that are not covered by guarantees.
 ※1: The underwriting insurance company is Rakuten Life Insurance Co., Ltd.
 ※2: All Diseases Protection Rider is the sales name of the "Disability security with special agreement." The Disability security with special agreement guarantees a prescribed disability condition due to illness or injury. However, there are some illnesses, etc. such as mental disorders, pregnancy, parturition, and puerperium that are not covered by guarantees. For details, please see the contract outline and the information for calling attention.
 ※3: It is a plan "50% Protection Cancer Danshin (with All Diseases Protection Rider²)" that guarantees 50% of the home loan balance when customers are diagnosed as a prescribed cancer. Customers can also choose "100% Protection Cancer Danshin (with All Diseases Protection Rider¹)" that guarantees 100% of the home loan balance with an additional interest rate of 0.2% per year when they are diagnosed as the prescribed cancer.
 ※4: Some malignant neoplasms (cancer) are not covered by the guarantee.
 ※5: We guarantee 50% of customers debt balance when the doctor confirms that they have the prescribed cancer for the first time after the 91st day of the guarantee start date. Payment is not possible if the prescribed cancer diagnosis is confirmed within 90 days including the day before or from the start date of guarantee. (Including recurrence, metastasis after 90 days).
 ※6: This applies to customers who apply for the preliminary examination of "Rakuten Bank Home loan (interest rate selection type)" after January 29, 2020.

The guarantee of monthly loan repayment amount

- When the prescribed disability status continues for over 15 days on the 27th of every month
All Diseases Protection Rider (Disability security with special agreement)

The guarantee of monthly loan repayment amount.

(36 months in total)

When the prescribed disability status continues for over 15 days

The guarantee of loan repayment amount

27th of every month

New Service Rakuten Bank's New Service

First API connection between banks in Japan.



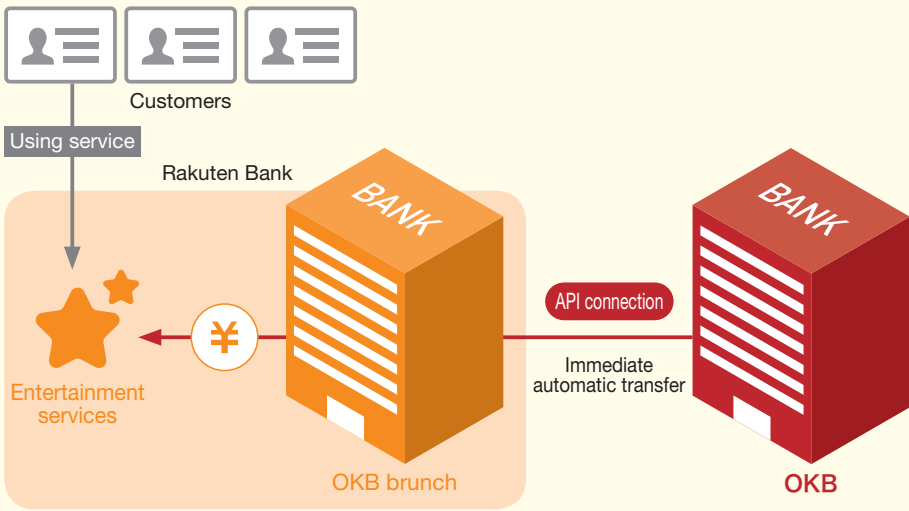
"Account linking service" through a business alliance with OKB Ogaki Kyoritsu Bank Start providing Rakuten Bank platform to the regional bank.

"Account linking service" automatically transfers the usage fee of the Rakuten Bank entertainment service (Rakuten Bank toto, Rakuten Bank lottery, public races) from OKB bank account to the account of Rakuten Bank's exclusive branch (OKB branch) without additional cost. It is a service that can be transferred and settled immediately.



Merits of "Account linking service"

- Immediate settlement without additional cost
- Earn Rakuten Points
- Available online anytime, anywhere



Rakuten Bank OKB branch Transaction screen image

What is "API"?

It is an abbreviation of "Application Programming Interface." In the case of Rakuten Bank API services, some services providing for our customers holding Rakuten Bank accounts are possible to link with services provided by external service companies. Through this, we will promote development efficiency, cost reduction, convenience improvement, etc., and develop services that satisfy our customers.

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, iDeCo [individual-type Defined Contribution pension plan] 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.

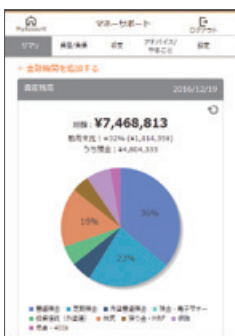


Image of asset data chart
Assets are displayed automatically by categories.



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 bank account information.

- 1 No transfer fee required when payees have 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.

Viberで送金

Facebookで送金

メルマネ

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, plus payment by points is available

Rakuten Bank Debit Card (JCB, Visa)

Rakuten Bank debit card can be used as if it were cash, without concerning about overuse, as the amount used will be immediately withdrawn from the customer's Rakuten Bank account. In addition, it supports touch payment (non-contact payment), and customers can easily and speedily pay by simply touching it at domestic and overseas contactless member stores.

They can also earn 1 Rakuten Point per 100 yen payment by debit cards and use the Rakuten Points for debit cards payment (domestic/overseas shopping).



Rakuten Bank Debit Card (JCB)

No charge for annual membership fee and accepted at authorized JCB merchants all over the world!



Rakuten Bank Panda Debit Card (JCB)

Popular design of Okaimono Panda



Rakuten Bank Gold Debit Card (Visa)

Visa Gold card membership benefits and shopping/travel insurances* available
* For only Rakuten Bank Gold Debit Card (Visa)



Rakuten Bank Silver Debit Card (Visa)



Rakuten Bank Basic Debit Card (Visa)

No charge for annual membership fee and accepted at authorized Visa merchants all over the world!

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

Rakuten Bank Prepaid Card (JCB)

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

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!
4. Rakuten Points are available for the charge!

Recommended to the customers below!

- Customers who are students, housewives and senior citizens

As general rule, customers who are over 16 years old 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.



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 Points

Happy Program

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

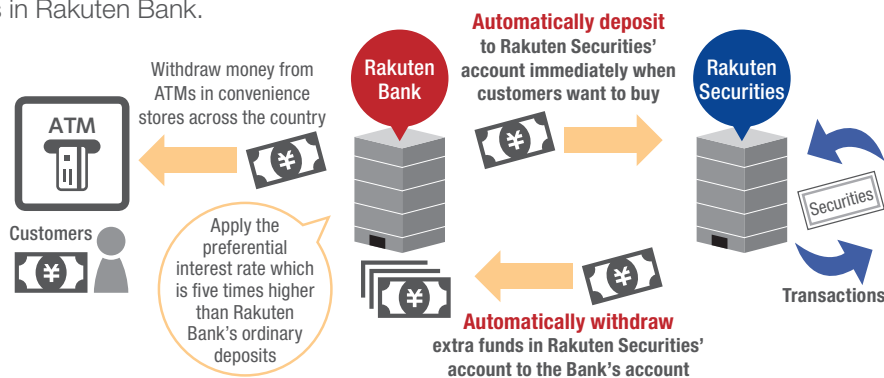
1. Customers are assigned a membership tier based on either their Rakuten Bank account balance or the number of transactions. Depending on their tier, customers can make up to 7 transactions per month on ATMs, and make up to 3 transfers to other banks per month, without being charged fees.
2. Customers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

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

An account linking service connecting bank and securities accounts

Money Bridge

The account linking service 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.



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 automatically 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 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.

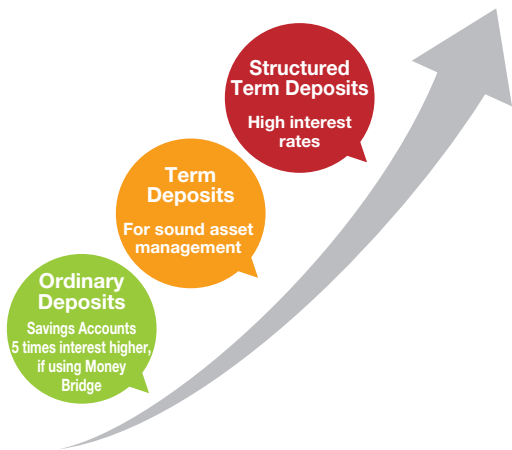
Savings

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 June 30, 2020) 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 than normal term deposits. 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.

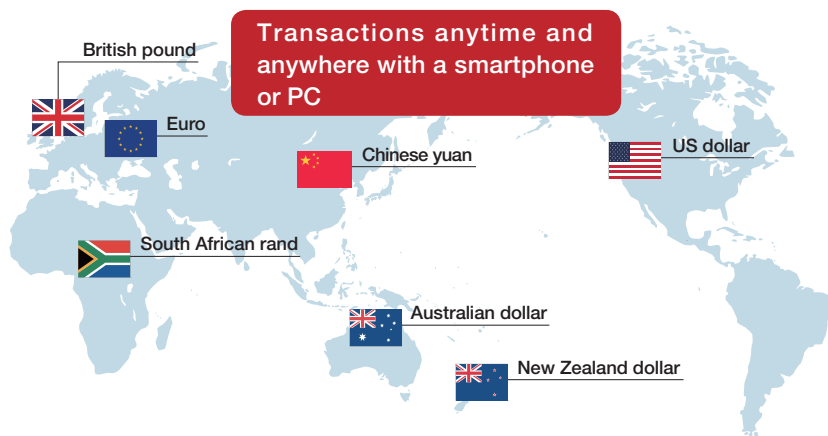
Terms & Conditions

- 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 June 30, 2020), 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.



Account Transfer (Automatic Withdrawal)

Rakuten Bank offers account transfers 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 Points per withdrawal.

Benefits of designating Rakuten Bank for Rakuten Card payment account

- Rakuten Bank ordinary deposit interest rate will be doubled!
If you select Rakuten Bank for Rakuten Card payment account, the interest rate on Rakuten Bank ordinary deposits of the month following the withdrawal will be doubled.
- You can earn a maximum of nine points of Rakuten 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 Points (a maximum of nine points).
- You can earn +1 time Rakuten Points when you shop at Rakuten Ichiba with your Rakuten Card!

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 to your parents 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 and regions. 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 currency¹ or to a yen ordinary deposit in Japanese yen.²

¹ A foreign currency ordinary deposit account is required.

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

Borrowing

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)

- Loans for various purposes
- Low interest rates unique to an Internet bank
- 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 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 ¥330,000 (including tax).
- 3. Group credit life insurance fee is free even with cancer insurance rider (50% protection)^{1,2} and all diseases protection rider³.
¹ It is a plan "50% Protection Cancer Danshin (with all diseases protection rider)" that guarantees 50% of the home loan balance when diagnosed as a prescribed cancer. ² Some malignant neoplasms (cancer) are not covered. ³ Except mental disorders, pregnancy, parturition, puerperium and some diseases.
- 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.

In addition

At the 25th of each month, membership tier of the Happy Program will be upgraded one stage if customer borrows loan and sets Rakuten Bank as a repayment account.

Entertainment

The number of winning BIG first prize is increasing!

Sports Council Lottery, BIG and toto

The number of winning BIG first prize (over ¥600 million) in Rakuten group is NO.1, 7 years in a row*. 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.

* The year 2013~2019 (Except for the 838th BIG)



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. MEGA BIG's first prize ¥1.2 billion, BIG's first prize ¥600 million maximum (when occurring carry-over).



toto is a lottery for guessing soccer game results mainly in the J.League. Beginners can also take advice from the computer in guessing the results. The first prize ¥500 million maximum (when occurring carry-over).

Complete everything online

Number-Selection Lotteries LOTO and Numbers

The purchase of LOTO7, LOTO6, Mini LOTO, Numbers4, and Numbers3 and receipt of the winning money can be completed by the Internet. The Automatic Purchase System to avoid forgetting to purchase and automatic additional purchase function when occurring carry-over is available. Rakuten Points are earned based on the number of purchases.



All public races are available

Public Races

Customers can use their account for the public races (horse/boat/bike/auto). Rakuten 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 FX account via a PC and a smartphone.

The major currency pair USD/JPY offers a low spread of 0.003 yen (with exceptions).

1 26 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 foreign pairs such as EUR/USD and AUD/NZD. Total 26 pair currencies are available.

2 Free transfer, free transaction

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

3 Various transaction channels

New Rakuten Bank FX offers 3 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

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. The biometrics authentication for log-in with registered fingerprint and face authentication are also available.



"New Rakuten Bank FX Virtual Trade"

The app "New Rakuten Bank FX Virtual Trade" enables customers to experience FX trade, a first in the Japanese banking industry.

All you need to do is to register a nickname, and you 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.

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.

Customers can use valuable and convenient services provided by partnered companies

Rakuten Bank Business Support Program

If customers have our corporate accounts, they can access useful cloud services for business provided by companies partnered with Rakuten Bank for free. *Except some services.

請求業務をもっと簡単に。
MakeLeaps

BRIDGE
ブリッジ

その時間を、もっと楽しく。
staple[®]

円簿会計
円簿給与



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 at any time

1. Deposit can be made at about 100,000 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 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 · Equipment capital

Amount of loan

In principle 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.^{*1}
2. Can make international remittances to over 200 countries and regions in 68 currencies.^{*2}
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.

^{*1} 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.

^{*2} 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 ^{*3}	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 ^{*4} or to a yen ordinary deposit in Japanese yen ^{*5} .
Currencies	68 currencies	6 currencies (USD, EUR, GBP, AUD, NZD, ZAR)

^{*3} 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.

^{*4} A foreign currency deposit account is required.

^{*5} 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: ¥262, Less than ¥30,000: ¥168, Within Rakuten Bank: ¥105)
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: ¥262, Within Rakuten Bank: ¥52)
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 Points and other benefits. (No fees on bank transfer to other banks 3 times per month)

Check!

Recommended to the customers below!

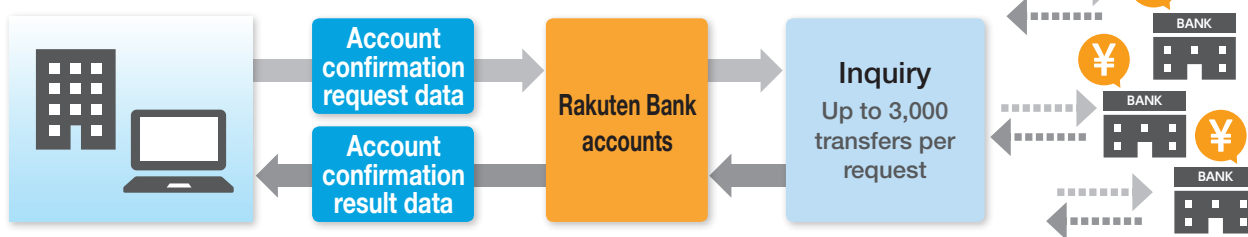
- Corporate customers who have employees with Rakuten Bank personal accounts
- Corporate customers who are considering to reduce costs of salary and bonus transfer

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 when 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 to multiple accounts 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)

In addition to regular withdrawals, real time withdrawals possible

Account Transfer (Automatic Withdrawal)

Service offering automatic withdrawals of monthly bills from customers' accounts

1. Withdrawals of ongoing bills from a Rakuten Bank account.
2. Can set automatic withdrawals or transfers via the Internet.
3. In addition to the monthly payments or regular bill collection, customers with corporate accounts can enjoy immediate withdrawal every time using any service.

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

Rakuten Bank Easy Settlement Plus

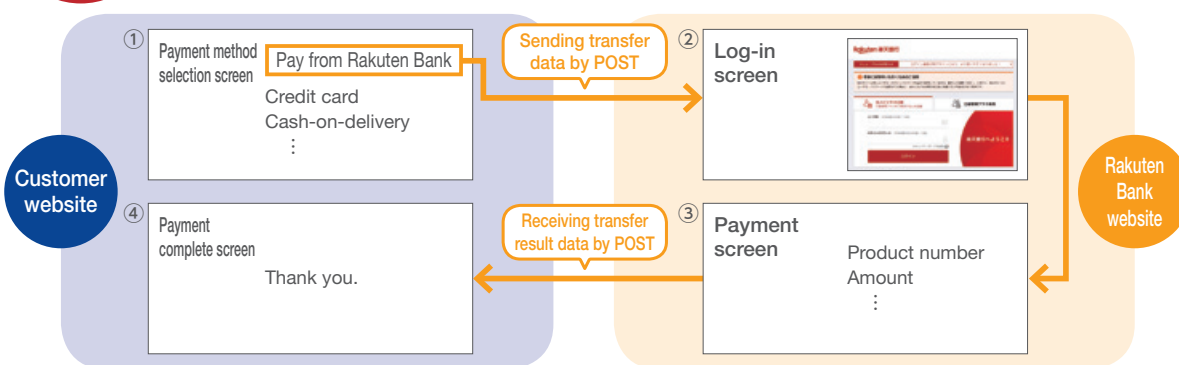
Service enables customer's clients to make an immediate payment through a dedicated payment screen on the customer's website if the client has a Rakuten Bank ordinary deposit account

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



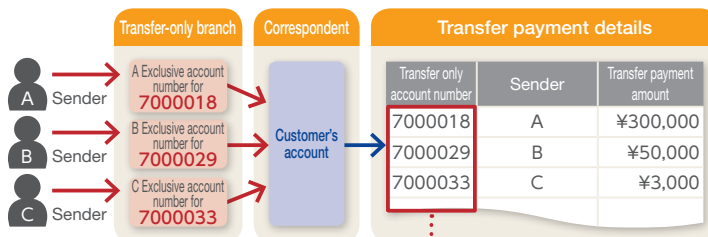
* We also offer "Rakuten Bank Easy Settlement" which can be introduced by just adding a link to customer's website and without requiring system development. With "Rakuten Bank Easy Settlement," customer's clients have to enter necessary information such as the product they wish to purchase and amount 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 identity 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.

*Mobile phone or PHS phone email addresses cannot be used for corporate accounts.

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

■ DigiCert 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 DigiCert's (former Symantec) 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.



Furusato Donation

Rakuten Bank provides Furusato Donation to support Gifu and Shimane prefectures, and customer can choose how to use the donation from eight fields including industrial promotion, medical and welfare enhancement, etc.



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 likoto Program

The Chokotto likoto 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.



Volunteer activities participated by employees in the local community

Rakuten Bank organizes volunteer activities that employees participate in to solve problems in local communities. In December 2019, Rakuten Bank's employees and their families removed the trash in Arakawa valley, where plenty of marine plastic garbage in Japan comes from.



(In December 2019, during volunteering activity to remove marine plastic garbage at Arakawa valley)

Rakuten Clutch Fundraising Initiative

Title	Term	Amount
Donation for Kyushu heavy rains 2019	September 2, 2019 - September 30, 2019	JPY 205,496
Donation for Typhoon No.15 heavy rains 2019	September 17, 2019 - October 16, 2019	JPY 751,048
Donation for Typhoon No.19 heavy rains 2019	October 15, 2019 - January 14, 2020	JPY 4,383,708

Financial Highlights

In fiscal 2019, core net business profit was ¥26.3 billion, ordinary profit was ¥27.2 billion, and net income attributable to owners of parent was ¥18.9 billion.

The total number of accounts exceeded 8 million, making Rakuten Bank the first Internet bank* to achieve this, and the deposit balance also steadily increased and surpassed ¥3.4 trillion. In addition, home loan balance exceeded ¥550 billion.

*According to a Rakuten Bank survey (as of March 2020)

(Unit: Millions of Yen)

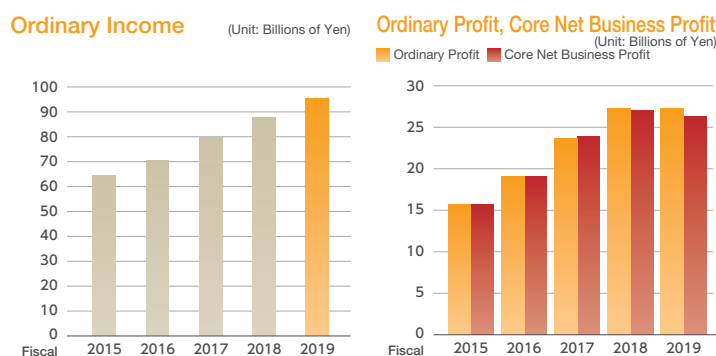
	Fiscal 2015 (March 31, 2016) Consolidated	Fiscal 2016 (March 31, 2017) Consolidated	Fiscal 2017 (March 31, 2018) Consolidated	Fiscal 2018 (March 31, 2019) Consolidated	Fiscal 2019 (March 31, 2020) Consolidated
Ordinary Income	64,584	70,591	79,720	87,720	95,513
Gross Ordinary Profit	37,097	40,865	47,420	53,050	58,093
Net Interest Income	38,877	44,223	50,826	54,609	57,164
Net Fee and Commission Income	▲ 5,760	▲ 6,281	▲ 7,337	▲ 6,039	▲ 4,050
Net Other Operating Income	3,979	2,923	3,930	4,481	4,979
General and Administrative Expenses	21,381	21,738	23,484	25,881	31,513
Ordinary Profit	15,716	19,083	23,660	27,329	27,275
Net Business Profit	15,542	18,950	23,593	27,052	26,579
Core Net Business Profit	15,715	19,094	23,936	27,093	26,320
Net Income Attributable to Owners of Parent	10,105	13,526	16,433	19,039	18,960

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 ¥95.51 billion (a year-on-year increase of 8.8%), ordinary profit was ¥27.27 billion.

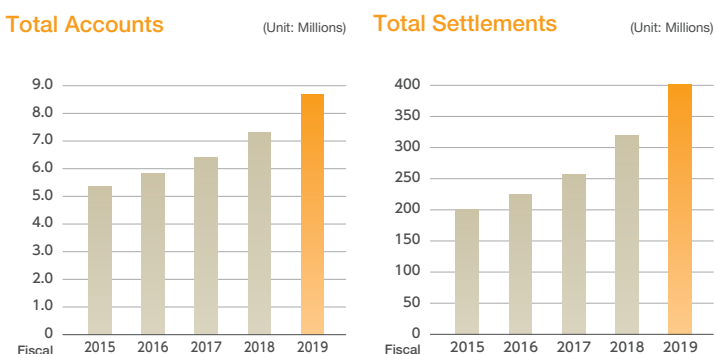
The contributing factor of increase in sales is the growth of the interest income from the balance of Home Loan and co-operative loan, the strong increase in the balance of the trust beneficiary right of Rakuten Card Co., Ltd., the increase in the commission income of settlements, such as bank transfer and the use of debit card etc., The core net business profit showing the performance of the main business was ¥26.32 billion.



Total Accounts and Total Settlements

Total number of accounts reached 8.6 million (a year-on-year increase of 18.6%). 72.9% of all personal accounts are registered as Happy Program members (Rakuten ID linkage), and 16.1% of personal customers have applied for the Money Bridge (bank/securities account linking service with Rakuten Securities, as of March 31, 2020).

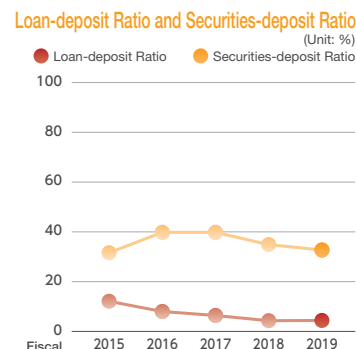
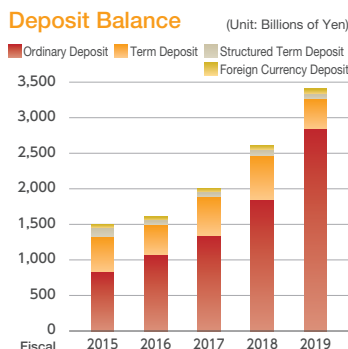
In addition, the total number of settlements steadily increased to 401 million (an increase of 25.2%).



Financial Highlights

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

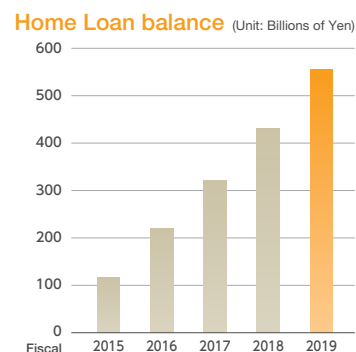
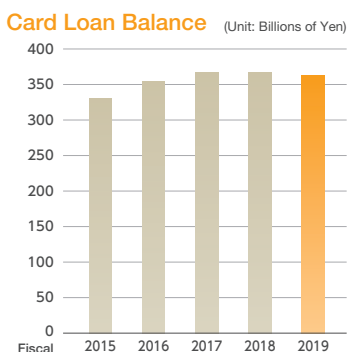
Deposits as of the end of fiscal 2019 were as follows: Ordinary deposits were ¥2,833.6 billion, term deposits were ¥422.0 billion, structured term deposits were ¥68.8 billion and foreign currency deposits were ¥80.3 billion, leading to total deposits of ¥3,404.8 billion (a year-on-year increase of 30.3%). Our loan-deposit ratio achieved 32.7%, and our securities-deposit ratio was 4.4%.



Loan Balance

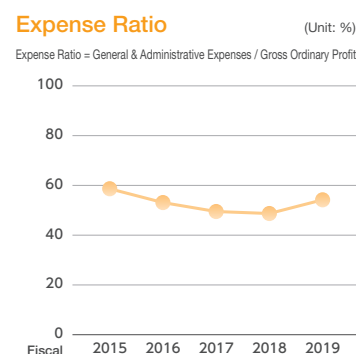
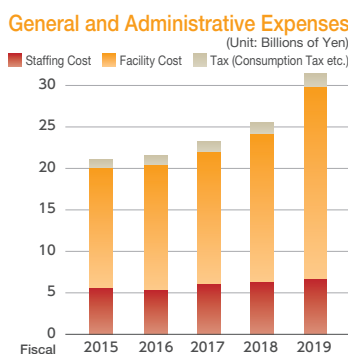
The balance of Rakuten Bank Super Loan (card loan) as of the end of fiscal 2019 reached ¥362.9 billion. The number of membership exceeded 0.65 million (a year-on-year increase of 9.8%).

Home Loan balance increased significantly and surpassed ¥500.0 billion in December 2019. As a result, total loans outstanding was ¥1,115.4 billion (an increase of 17.1%).



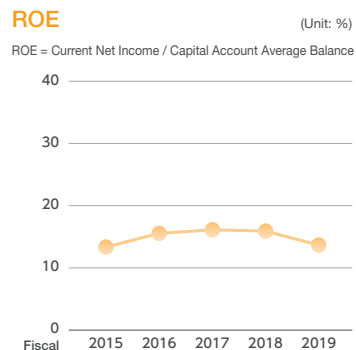
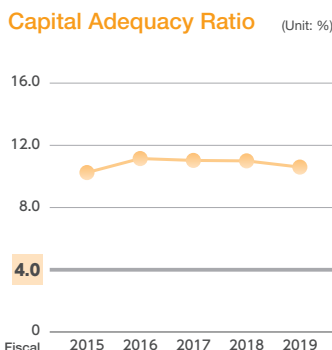
General and Administrative Expenses and Expense Ratio

General and administrative expenses were ¥31.5 billion (a year-on-year increase of 21.7%) in the fiscal 2019. However, due to gross ordinary profit steadily increasing to ¥58.0 billion (a year-on-year increase of 9.5%), the expense ratio increased only 5.5pt from the fiscal 2018 to 54.2%.



Capital Adequacy Ratio and ROE

The capital adequacy ratio (Japanese standard) was 10.60%, and we maintained the healthy level (The new standard for the capital adequacy ratio, "Basel III for banks in Japan," has been applied since March 31, 2014). ROE was 13.67%.



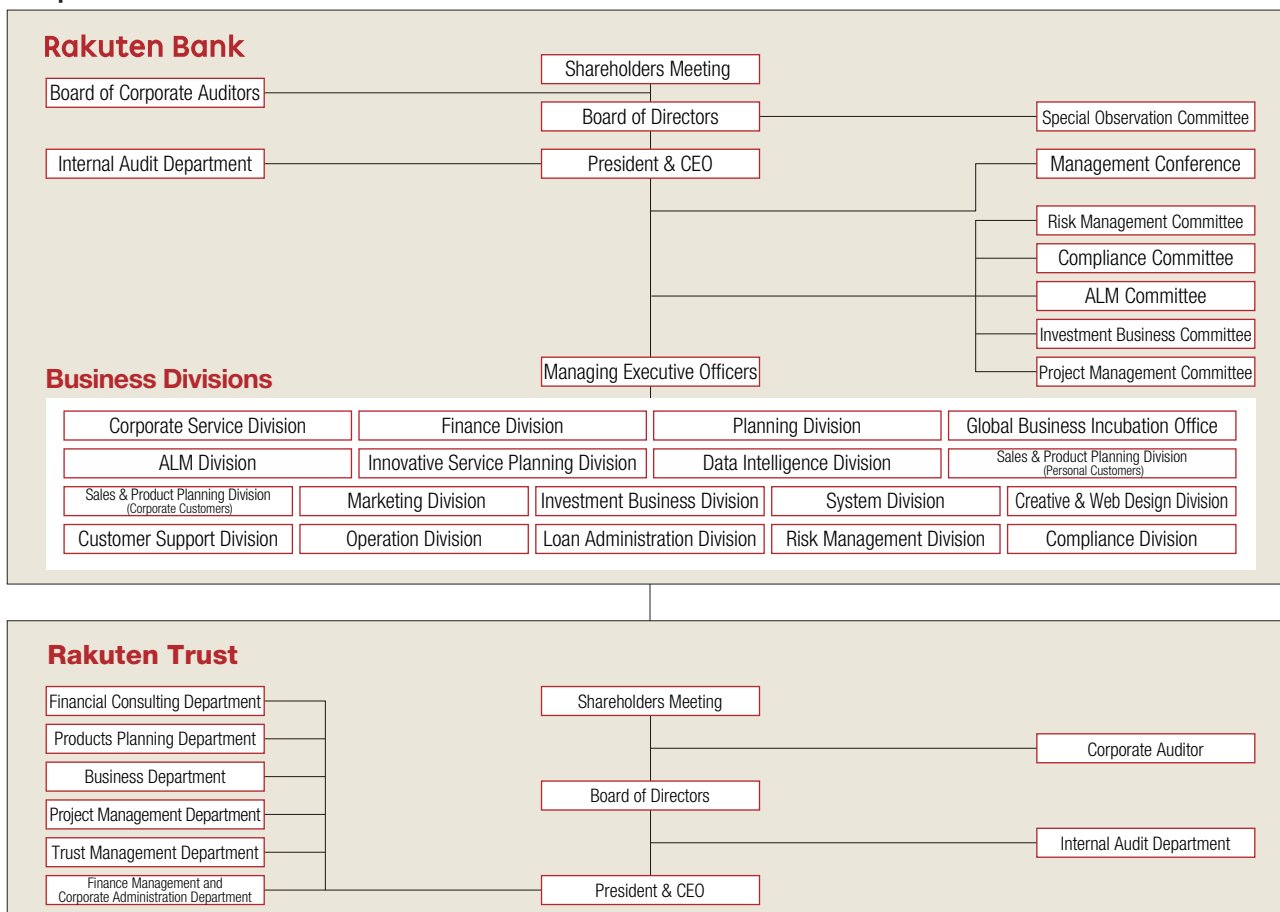
Business Operations

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 June 30, 2020)



Outline of the Corporate Governance Structure (As of June 30, 2020)

1 Overview of the Corporate Structure

Rakuten Bank has adopted a corporate auditor system.

The Board of Directors 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, 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 made according to requests from Rakuten, Inc., Rakuten Card Co., Ltd. or both, related to their group business strategy, human resource matters regarding 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 8 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 resolved 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 2019, 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: Yasuo Iwasaki, Kenji Kuroki.

Structure of assistants for accounting audit services: 5 certified public accountants and 17 other persons.

6 Relationship with External Directors and External Corporate Auditors

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.

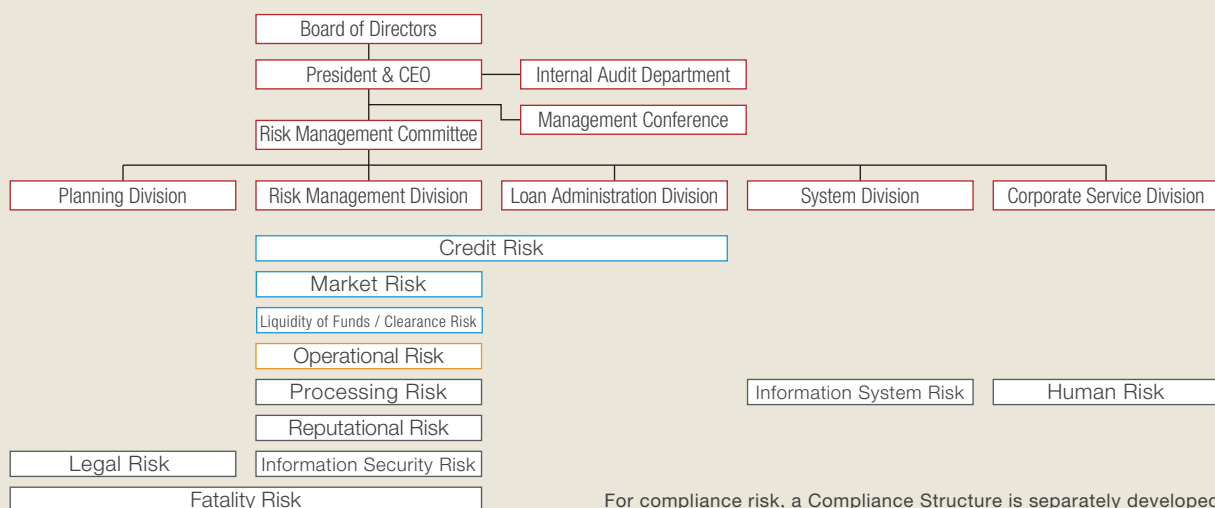
Business Operations

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 June 30, 2020)



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.

(1) Capital Risk Management

We have been managing capital allocations (hereinafter referred to as "capital allocation management") for the purpose of containing the level of risk exposure (including credit risk, market risk, and operational risk) within the amount of capital allocated and ensuring sound management.

In specific terms, by setting the upper limit of possible risk (allocable capital) and by avoiding eroding capital under the rapid downturn of economy and markets through securing a fixed surplus capital (hereinafter referred to as "capital buffer"),

Business Operations

we ensure risk exposure is contained within the capital allocated to each risk category, namely market risk, credit risk, and operational risk. The amounts of the capital allocations are determined on a quarterly basis by the Board of Directors.

(2) Stress tests

In order to formulate and execute forward-looking business strategies, we use stress test methods. We analyze and grasp the impacts of changes in the business environment and risk profile due to future "Changes of the economic environment," "Changes of the business trends," and "Other changes of the social situations, natural or man-made disasters."

In specific terms, we develop several scenarios such as "Changes of the economic environment (interest rates, foreign exchange rates, and stock prices)," "Changes of the business trends (corporate performances, employment environment, annual earnings)," and "Other changes of the social situations (international political situations, domestic security situations, etc.), natural (earthquake, storm and flood disaster, etc.) or man-made (wars, terrorisms, infrastructure failures) disasters." We conduct "Verification of the capital buffer sufficiency on the capital allocation," "Verification of the influence on prospective revenue," "Verification of the influence on business continuity" quarterly and report the results to the Risk Management Committee and the Board of Directors.

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, trends of arrears and recovery rate of the defaulted loans, Rakuten Bank quantitatively grasps and manages this credit risk. For securities holdings and corporate customers with business loans, we grant common debtor ratings stipulated in the "Internal Rating Detailed Rules" and manage credit limit based on the credibility of the obligors.

In addition, the status of credit risk management is reported monthly to the Risk Management Committee and the Board of Directors, etc.

3 Liquidity Risk Management Framework

In order to ensure that 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 liquidity risk management monitoring results are reported monthly to the Risk Management Committee and the Board of Directors, etc.

Business Operations

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.

(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 resolved 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 Risk Management Committee, Compliance Committee, and 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 2019 (April 1, 2019~March 31, 2020)

New Products and New Services

- 2019**
- Started providing Rakuten General Insurance's fire insurance for "Rakuten Bank Home Loan" (April)
 - The release of new designed "Rakuten Bank Panda Debit Card (JCB)" (May)
 - Started account transfer service for water fee, tax of Niseko Town in Hokkaido (June)
 - Started a partnership of the bank agency businesses with Rakuten General Insurance/ Rakuten Card (June, October)
 - Upgraded the App version of New Rakuten Bank FX (July)/ Added new features such as streaming order and trail order (April, October)
 - Started Read API connection with Yayoi Co., Ltd. (August)
 - Started a business alliance with Ogaki Kyoritsu Bank and provided "account linking service" with open API (November)
 - Expanded corresponding suppliers of "Rakuten Bank Convenience Store Payment" (November ~ Tokyo Gas Co., Ltd., Tokyo Metropolitan Government Bureau of Waterworks, TEPCO Energy Partner, Incorporated, The Kansai Electric Power Company, Incorporated, Osaka Gas Co., Ltd., etc.)
- 2020**
- Started providing group credit life insurance with cancer insurance rider for Rakuten Bank Home Loan (January)
 - Started sales of new sports lottery product "MEGA BIG" (February)
 - Started "Easy Application" for corporate customers (March)

Others

- 2019**
- The number of Rakuten Bank App downloads exceeded 5 million (April)
 - Rakuten Bank x Rakuten Securities account linking service "Money Bridge" exceeded 1 million accounts (June)
 - Acquired banking business license in Taiwan (July)
 - Received "Country Winner" of the Global Finance World's Best Digital Bank Awards for the fifth consecutive year (August)
 - Received the first prize of home loan "Flat 35" in "Oricon customer satisfaction ranking" for the second consecutive year (August)
 - Started type A and type B cashless settlement business in the "Point Reward Project for Consumers using Cashless Payment" (October)
 - Became the first Internet bank in Japan to exceed 8 million accounts (October)
 - Total deposits exceeded ¥3 trillion (November)
 - Rakuten Bank Home Loan balance exceeded ¥500 billion (December)
- 2020**
- Received "Best Digital Bank" of Asiamoney best bank awards 2019 Japan for the second consecutive year (January)
 - Received the first prize in MyVoice Communications, Inc's Internet Banking Survey (January)

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.	2014	April	Received a long-term issuer rating (A-) and a short-term issuer rating (J-1) from Japan Credit Rating Agency, Ltd.		
	June	Certification based on the revision of New Business Creation Promotion law by the Ministry of Trade and Industry.		August	Launch of Transfer by Facebook, a transfer service using Facebook.		
	October	Establishment of our data center.		September	Acquired 100% ownership of The Trans Value Trust Company, Limited (Present: Rakuten Trust Co., Ltd.).		
2001	July	Official launch of eBANK, after obtaining a banking license. (Financial Supervisory Bureau No. 3912)	December	Launch of Rakuten Bank Education Loan.	2015	April	Launch of Rakuten Bank Debit Card (JCB).
2002	April	Launch of Mobile Banking Service.	May	Became the first Internet bank in Japan to exceed 5 million accounts.		May	Rakuten Bank Super Loan (card loan) balance exceeded ¥300 billion.
2003	July	Launch of ATM deposit and withdrawal service via Japan Post.	June	The number of Rakuten Bank App (for iPhone) downloads exceeded 1 million.	June	Head office moved to Setagaya-ku, Tokyo.	
	August	Launch of ATM deposit and withdrawal service via IY Bank (Present: Seven Bank, Ltd.).	August	Head office moved to Setagaya-ku, Tokyo.	2016	March	Rakuten Bank Home Loan (interest rate selection type) balance exceeded ¥100 billion.
	December	Launch of IP address restriction service.	March	Launch of Rakuten Bank Business Debit Card (JCB).		July	Started a partnership of the bank agency businesses with Rakuten Securities, Inc.
2005	February	Registered with Kanto Local Finance Bureau as a financial institution able to execute securities business. (Kanto Finance Bureau No. 609)	August	Launch of Rakuten Bank Business Loan.		September	Launch of Transfer by Viber, a transfer service using Viber.
2006	August	Launch of "toto" sports promotion lottery ticket sales online.	November	Started a partnership of the bank agency businesses with Rakuten Life Insurance Co., Ltd.	2017	January	Launch of Rakuten Bank Prepaid Card (JCB).
	November	Launch of investment trust business.	January	Launch of Rakuten Bank Prepaid Card (JCB).		March	Launch of salary and bonus transfer service.
	2007	January	Direct connection to the National Bank data communications system.	March		Launch of salary and bonus transfer service.	March
2007	February	Obtained a license to be a principal member of Visa International Service Association.	April	The number of Rakuten Bank App downloads exceeded 3 million.	April	The number of Rakuten Bank App downloads exceeded 3 million.	
	June	Registered with Kanto Local Finance Bureau as a financial institution able to execute futures transactions business. (Kanto Finance Bureau No. 176)	August	Became the first Internet bank in Japan to exceed 6 million accounts.	August	Became the first Internet bank in Japan to exceed 6 million accounts.	
2008	July	Launch of cash card with Visa Debit card function.	October	Started a partnership of the bank agency businesses with ARUHI Corporation.	December	Total deposits exceeded ¥2 trillion.	
	September	Received approval from the Financial Services Agency to operate guaranteed unsecured personal loans business.	2018	December	Total deposits exceeded ¥2 trillion.	March	Rakuten Bank Home Loan (interest rate selection type) balance exceeded ¥300 billion.
	September	Capital and business alliance with Rakuten, Inc.		June	The number of Rakuten Bank App downloads exceeded 4 million.	June	The number of Rakuten Bank App downloads exceeded 4 million.
2009	February	Received approval for Rakuten, Inc. to become the majority shareholder of eBANK and our parent company.		December	Became the first Internet bank in Japan to exceed 7 million accounts.	December	Became the first Internet bank in Japan to exceed 7 million accounts.
2009	March	Received approval from Financial Services Agency to operate personal credit business.	2019	February	Launch of Rakuten Bank Convenience Store Payment.	February	Rakuten Bank Home Loan (interest rate selection type) balance exceeded ¥400 billion.
	April	Inherited part of the card loan business of Rakuten Credit, Inc. and launched personal card loan business.		April	The number of Rakuten Bank App downloads exceeded 5 million.	April	The number of Rakuten Bank App downloads exceeded 5 million.
	May	Rakuten Mortgage Co., Ltd. became a wholly owned subsidiary of Rakuten Bank, Ltd.		June	Started a partnership of the bank agency businesses with Rakuten General Insurance Co., Ltd.	June	Rakuten Bank × Rakuten Securities account linking service "Money Bridge" exceeded 1 million accounts.
2010	July	Head office moved to Shinagawa-ku, Tokyo.	July	Acquired the banking business license in Taiwan.	July	Acquired the banking business license in Taiwan.	
	March	Launch of eBANK Happy Program customer loyalty program.	October	Started a partnership of the bank agency businesses with Rakuten Card Co., Ltd.	October	Started a partnership of the bank agency businesses with Rakuten Card Co., Ltd.	
	May	Change of corporate name to Rakuten Bank, Ltd.	October	Became the first Internet bank in Japan to exceed 8 million accounts.	October	Became the first Internet bank in Japan to exceed 8 million accounts.	
2011	July	Launch of business alliance with Rakuten Securities, Inc. to provide financial product intermediary business.	November	Started a business alliance with The Ogaki Kyoritsu Bank Ltd. and provided "account linking service" with open API.	November	Started a business alliance with The Ogaki Kyoritsu Bank Ltd. and provided "account linking service" with open API.	
	October	Became a wholly owned subsidiary of Rakuten, Inc.	December	Total deposits exceeded ¥3 trillion.	December	Total deposits exceeded ¥3 trillion.	
	December	Acquisition of Rakuten Mortgage Co., Ltd.'s business.	December	Rakuten Bank Home Loan (interest rate selection type) balance exceeded ¥500 billion.	December	Rakuten Bank Home Loan (interest rate selection type) balance exceeded ¥500 billion.	
2011	January	Launch of online Corporate International Remittance business.					
2012	April	Launch of Rakuten Bank x Rakuten Securities account linking service Money Bridge.					
	July	Launch of receiving transfers of national treasury funds (pension, civil servant salaries).					
2013	January	Transfer of domestic investment trust sales business to Rakuten Securities, Inc.					
	November	Launch of Rakuten Bank Home Loans (interest rate selection type).					
	December	Total deposits exceeded ¥1 trillion.					

Rakuten
Bank

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

NBF Shinagawa Tower, 2-16-5, Konan, Minato-ku, Tokyo, 108-0075