# SBI Group's Customer Value

## **FINANCIAL SERVICIES BUSINESS**

#### Customer Satisfaction Assessment of Financial Services Business Companies (As of June 30, 2021)



2021 Minnanokabushiki® Survey: Online Securities Comparison Ranking 1st overall

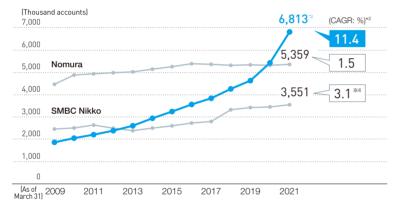


Fiscal year 2020 Japanese Customer Satisfaction Index (First survey) 1st place



Kakaku.com Auto Insurance Satisfaction Ranking (2021) 1st place

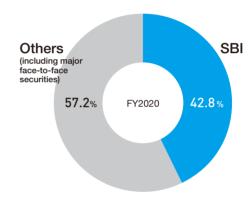
#### Number of Accounts of SBI SECURITIES and Two Major Face-to-face Securities Companies\*1



- \*1 As of March 31, 2017, Daiwa Securities' number of accounts totaled 3,886 thousand accounts. Daiwa Securities has not disclosed its figures beyond April 30, 2017 \*2 June 2009 to March 2021
- \*3 From April 2019, includes SBI NEOMOBILE SECURUTIES' accounts and from October 2020 includes SBI Neotrade Securities' accounts
- \*4 Merged with SMBC Friend Securities in January 2018

Sources: Each company's published information

### Share of Individual Stock Trading Value

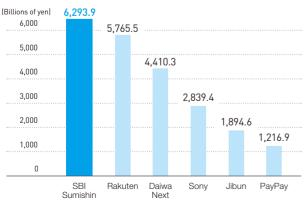


- Includes SBI NEOMOBILE SECURUTIES' accounts and SBI Note 1: Neotrade Securities' accounts
- Shares are calculated by dividing each company's individual stock trading value or individual margin trading value by the total individual stock trading value or individual margin trading value of the 1st and 2nd sections of the Tokyo and Nagoya Stock Exchange, including the ETF and REIT trading values,

respectively

Sources: Tokyo Stock Exchange statistics; each company's published information

#### Deposit Assets at Six Pure-play Internet Banks (Non-consolidated)

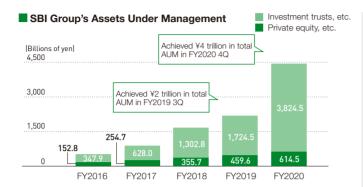


Sources: Each company's published information Note: As of March 31, 2021

#### Number of Contracts in SBI Insurance Group JOGUCHI SAFFTY SSI became a consolidated subsidiary in Sept. 2020 SBI PRISM SSI became a consolidated subsidiary in June 2019 (Thousands) 2 500 2,327 SBI Nihon SSI became a consolidated subsidiary in Sept. 2016 2,082 2.000 1,868 1,731 SBI Life Insurance be-came a consolidated subsidiary in Feb. 2015 1,500 1,000 902 500 Λ FY2014 FY2015 FY2016 FY2017 FY2018 FY2019 FY2020

Note: Simple sum of the number of contracts of SBI insurance, SBI Life Insurance, SBI IKIIKI SSI, SBI Nihon SSI, SBI Resta SSI, SBI PRISM SSI and JOGUCHI SAFETY SSI

## **ASSET MANAGEMENT BUSINESS**



Note 1: Calculated by the exchange rate as of the end of March each year
Note 2: Amounts are rounded to the nearest ¥100 million
Note 3: "Private equity, etc." includes neither cash nor commitment amount to be paid in
Note 4: "Investment trusts, etc." are the sum of amounts of investment trusts and investment advisors. If Morningstar Asset Management provides investment advisory services, for funds that SBI Asset Management provides investment instruction to, assets are recorded in both Investment trusts and Investment advisory, respectively, so there are some overlapping amounts

#### Balance of Retail Performing Loans at SBI SAVINGS BANK of South Korea



Note 1: Based on K-GAAP

(Billions of yen)

Note 2: Conversion rate of 1 KRW = ¥0.098

## Corporate Venture Capital (CVC) Funds Under Management

CVC partners	Fund name	Total Investment Commitment
NIKON CORPORATION	Nikon-SBI Innovation Fund	10.0
INTAGE HOLDINGS	INTAGE Open Innovation Fund	5.0
MITSUI MINING & SMELTING	Mitsui Kinzoku-SBI Material Innovation Fund	5.0
HOUSE FOODS GROUP	House Foods Group-SBI Innovation Fund	5.0
SUBARU CORPORATION	SUBARU-SBI Innovation Fund	10.0
FUSO Corporation	FUSO-SBI Innovation Fund	5.0
DIP Corporation	DIP Labor Force Solution Fund	9.0
Sumitomo Mitsui Trust Bank, Limited	SuMi TRUST Innovation Fund	5.0
SUMITOMO LIFE INSURANCE COMPANY	SUMISEI-SBI INNOVATION FUND	8.0
MEDIPAL HOLDINGS CORPORATION	MEDIPAL Innovation Fund	10.0
Hankyu Hanshin Holdings, Inc.	Hankyu Hanshin Innovation Partners Fund	3.0
FUJITEC CO., LTD.	FUJITEC-SBI Fund	5.0

■ Investors in SBI 4+5 Fund

companies

Of these, 41 are regional financial institutions (As of April 30, 2021)

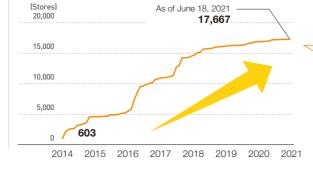
Note: In addition, there are two undisclosed funds (total investment commitment of ¥15 billion)

## **BIOTECHNOLOGY, HEALTHCARE & MEDICAL INFORMATICS BUSINESS**

Number of Countries in which 5-ALA **Cancer Diagnostic Agent is Sold** 

(As of March 31, 2021)

Number of Domestic Stores that Offer Health Foods Containing 5-ALA



Leading Drug Store Chains Started Selling 5-ALA Products

WELCIA YAKKYOKU......1,632stores TSURUHA Drug ......1,447 stores Matsumoto Kiyoshi......1,233 stores COSMOS Pharmaceutical ..1,084 stores cocokara fine ......1,062 stores Sundrug ......1,009 stores FUJIYAKUHIN ...... Approx. 890 stores Sugi Pharmacy......802 stores