

Financial results for FY2011 and Overview of the New mid-term plan 2012 'Challenge for Innovation'

- IR presentation -

The Hiroshima Bank, Ltd.



May 31, 2012 President Isao Sumihiro

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1. Summary of financial results

(1) Financial highlights of FY2011

Real banking profit increased by JPY 1.5 billion (+3.5%) year-on-year, mainly driven by expense reduction and gains from securities.

Net income was JPY 13.4 billion (JPY 0.2 billion increase, or +1.3% year-on-year) due to credit costs reduction and increase of real banking profit, despite the negative impact from reversal of Deferred Tax Assets (JPY -2.5 billion) with lower effective corporate tax rate.

[Non-consolidated]

		on-consolidated]				
			FY2011			(JPY billion)
			112011	Change from FY2	010	Difference from plan
		Net interest income	77.0	2.5	-	
		Net fees and commissions income	18.1	0.5	-	
		Core gross operating profit	95.1	2.0	2.0%	
	() Expenses	57.8	0.6	-	
	Co	ore banking profit	37.3	1.4	3.7%	
		Gains/Losses from securities	4.7	2.9	-	
	Re	al banking profit	42.0	1.5	3.5%	
		Gains/Losses on stocks	5.0	0.4	-	
	(-) Credit costs	9.1	2.8	-	
	0	rdinary Profit	26.2	3.2	14.1%	0.1
	Ne	et income	13.4	0.2	1.3%	0.0
		onsolidated】				
	0	rdinary Profit	27.8	3.1	12.7%	
	Ne	et income	13.9	0.1	0.6%	0.1



Term-end balance of total loans significantly increased both for Personal and Corporate customers, with + JPY 102 billion (+2.3%) year-on-year.
 Targeting around JPY 100 billion growth at the end of March/2013, similar load with previous year.



Number of corporate customers dramatically increased mainly among SME s, thanks to the promotion of Area sales staff system.





Term-end balance of SME loans started to rebound with JPY 55.5 billion increase (+1.9%) year-on-year.

Term-end balance of SME loans

Promoting housing loans to meet customer needs, based on the profitability and interest risks.





(4) Securities

We have enhanced our portfolio with stable asset management while closely monitoring interest risk and credit risk.



* Balance before fair value adjustment; figures in parentheses () show yoy change

Shorter duration of domestic bonds to contain interest risk, despite the increase of balance.

	11/3	12/3	(years) yoy change
Duration of domestic bonds	4.63	4.20	-0.43

Interest rate risk is at a low level.				
	11/3	12/3	yoy change	
Outlier measurement	10.6%	9.5%	-1.1%	

Gains/losses from securities/stocks improved from previous year.

ſ		FY10	FY11	(JPY billion)
L				yoy change
	Gains/Losses from securities	1.8	4.7	2.9
	Gains/Losses from stocks	-4.6	-5.0	-0.4
	Gains/losses from securities/stocks	-2.8	-0.3	2.5

Amount of risk assets subject to significant fluctuation in value has been reduced.

	11/3	12/3	(JPY billion)
	11/5	1270	yoy change
Securitized products	11.6	4.3	-7.3
Policy investment stocks	96.2	90.5	-5.7
Total	107.8	94.8	-13.0

(5) Deposits and Personal assets under management



(6) Non-interest income and Lifetime transaction service



Ratio of non-interest income: ratio of non-interest income to core gross operating profit

(7) Expenses

Enhanced cost reduction initiatives have lowered the expenses by JPY 0.6 billion year-on-year.

Expenses and Core OHR





(8) Non-performing loans (NPL)

Enhanced support to revitalize customers businesses resulted in substantial decrease of NPLs, and lowered NPL ratio significantly.

NPLs (term-end balance) and NPL ratio

Steadily reducing credit costs and securing extra reserves for borrowers in scope of SME Financing facilitation Act.

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(9) Non-performing loans (NPL)

Further promoting local community-oriented banking services to enhance our support to revitalize the customers businesses.
 Providing optimal solutions to meet the customer needs with both qualitative and quantitative analysis for the borrowers in scope of SME Financing facilitation Act.



(10) Capital adequacy ratio



- Effective capital adequacy ratio more than tripled compared to 10 years ago (March end of 2002), to JPY 239.4 billion with accumulation of retained earnings.
- Deferred tax capital has fallen due to pursuit of tax exemption. financial base strengthened



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2. Earnings estimate for FY2012



Our plan is to increase both Ordinary profit and Net income.

Expect dividends of 5 yen per share (full year) in FY12 based on payout table.

	Earning Estimate for 2012
Ordinary profit	JPY 26.3billion (yoy +JPY 0.1 billion +0.4%)
Net income	JPY 16.0 billion (yoy + JPY 2.6 billion +19.5%)

			FY11 (Actual)	FY12 (plan)	cha	(JPY billion) ange
		Net interest income	77.0	75.1	-1.9	-
		Net fee and commissions	18.1	18.0	-0.1	-
		Core gross banking profit	95.1	93.1	-2.0	-2.1%
	(-) Expenses	57.8	57.6	-0.2	-
	Co	ore banking profit	37.3	35.5	-1.8	-4.8%
		Gains/Losses from securities	4.7	1.4	-3.3	-
	Re	al banking profit	42.0	36.9	-5.1	-12.1%
		Gains/Losses from stocks	-5.0	-1.1	3.9	-
	(-) Credit costs	9.1	8.5	-0.6	-
Ordinary profit		dinary profit	26.2	26.3	0.1	0.4%
	Ne	et Income	13.4	16.0	2.6	19.5%
	Co	onsolidated Net Income	13.9	16.4	2.5	18.3%

Dividend Policy and Payout Table

	Stable dividend Performance- based dividend		Annual dividend of 5 yen per share			
			If our consolidated net income exceeds JPY 18.0 billion, 20% of the surplus will be returned to our shareholders as dividend			
ſ	Consolidated net	Div	Dividend per share		Concolidated payout ratio	
	income	(A) Stable	(B) Performance-based	(A) + (B)	Consolidated payout ratio	
	under 18 billion	5 yen	0 yen	5 yen	17.4% and over	
	18 - 21 billion	5 yen	1 yen	6 yen	17.9% and over and less than 20.8%	
	21 - 24 billion	5 yen	2 yen	7 yen	18.2% and over and less than 20.8%	



Dividend forecast for FY12

	Dividend per share (annual) FY12			
	Interim(plan)	Year-end(plan)		
Dividend	2.5 Yen	2.5 Yen	5.0 Yen	



3. Overview of the New mid-term plan 2012 'Challenge for Innovation'

(1) Framework of the New mid-term plan 2012



Mid-term plan 2012 Challenge for Innovation (FY12 FY14)

To ensure overwhelming position as a leading bank under ever-competitive and harsh environment in financial services industry, we need a drastic change in our mindset and behavior to be the preferred bank by our customers.

Changing our mindset/behavior	All employees should drastically review conventional processes, make a bold move to deliver results.				
Basic policy	Ensure overwhelming position as a leading bank through drastic transformation of mindset and behavior				
Slogan	Be the First call bank that always puts customer-service as top priority !				

(2) Framework of the New mid-term plan 2012



Management KPI s FY2011 FY2014 forecast Above JPY 40 JPY37.3billion Core banking profit billion Above JPY 20 Consolidated JPY13.9billion Net Income billion With 1 Yen dividend increase (6 Yen/year) Consolidated 8.3% 9.0% or more Tier1 ratio Credit cost ratio 0.20% 0.15% or less Core OHR 60.8% 58.5% or less ROE 4.7% 6.0% or more

Dividend payout policy

Our policy remains the same: Stable payment + performance linked return to shareholders based on payout table.

(3) Overview of sales/marketing strategies

Drivers of Sales/Marketing strategies	Key initiatives	
	 Expand the service for SME customers. Increase market share in Hiroshima Prefecture. 34.5% 38% (FY14) 	
Grow the steady stream of earnings (stock business)	• Expand market share in the neighboring three Prefectures.	
Strengthen the sales force by reducing HQ staff etc.	·Further promote personal loan business.	
100 people	 Enhance our coverage for growth industries. More focus on corporate rehabilitation support. 	
Enhance the consultation-based sales	·Enhance our service for businesses targeting elderly people.	
	·Monetize (make profit of) the customers overseas expansion support.	
Contribution to local economy through better alliance with government sector	·Enhance our support for large scale development projects within the Prefecture and initiatives to revitalize the community.	
Channel restructuring	·Review our branch network.	
	·Better utilization of Internet channel.	

(4) Growing the steady stream of earnings (stock business): Strategies for corporate customers (loans)

Net interest income expected to rebound after hitting the bottom in FY12 by increasing the loans mainly to SME s.

>Enhance the customer relationship through drastic increase of activities.

·Reviewing the branch admin process drastically to allocate more time for sales promotion.

·Increase the sales force (+ 100 people) by reducing HQ staff etc.

Net interest income forecast				
	FY11	FY12 plan	FY14 plan	vs. FY11
Net interest income	JPY 77.0billion	JPY 75.1billion	JPY 77.8billion	+JPY 0.8billion





(5) Growing the steady stream of earnings (stock business): Strategies for personal customers (personal loans)

Enhance the businesses for personal customers by ensuring cross-selling with service recommendations based on customers lifecycle

Key initiatives	Specific action plans etc.
Maximize lifetime profit of housing loan customers	 Expand the insurance product sales through Area sales staff system. (taking advantage of deregulation for bank OTC sales) Ensure cross-selling of exclusive super card loan for housing loan customers etc.
Enhance the function of Housing loan center	•Expand the insurance product sales at the Housing loan center (taking advantage of deregulation for bank OTC sales).

Forecast of average balance of personal loan (housing loan)



Trend of credit facility balance of exclusive super card loan for housing loan customers



(6) Strengthen consultation sales capabilities

Contribution for local economy through better alliance with government sector



(Source) Hiroshima City web site

Futaba-no-sato: urban development project

Block B (image)

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Block C (image)

(7) Channel restructuring

Review our branch network and enhance the Internet banking channel to improve customer convenience and differentiate our services from other banks.

Review our branch network

Increase the number of branch available on weekends/public holidays.

Expand services (deposit, FX etc.) at the branches open on public holidays etc.

Consider opening more Housing loan center.

Enhance the function of call center.

 $\succ \mathsf{Expand}$ the personal loan business through enhanced telephone marketing.

Promote operational efficiency through centralization of inbound branch phone calls to HQ. Enhance the Internet banking channel

Establish the Internet branch.

Expand customer base and capture more deposit/loan business from local and other areas with simple account-opening processes.

Increase online banking transactions via smartphones.

(Portal screen (image))

(Balance inquiry screen (image))



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Full renewal of Web site (April 2012 -).

(8) Human resources strategies

Enhance the quality and scale of sales force to transform the employees mindset/behavior, by leveraging more female workforce, improving management skills among managers/supervisors, and quickly develop younger populations who will serve as core staff.

Initiatives to leverage more female workforce

- Better utilization of Council for active and lively women. (to study ideal workplace for motivated and talented women)
- > Free college courses and seminars for women.
- >Support for highly motivated women with proper operations of systems by different curriculum/course.

Role/title	Goal by the end o	f FY14
Female manager/supervisor	75 people (March/12)	100 or more
Female rep for corporate loan/specific account/area sales	57 people (March/12)	100 or more



Enhance management capabilities among managers/supervisors (development of strong leadership)

> Free college courses on holidays with outside speakers on the topic of management .

>Enhance the contents of management training program for branch managers/general managers.

Value enhancement of younger employees who will grow as core resources

Well-planned skill enhancement through training program for designated employees.
 Specific focus on young employees who joined our bank
 Ensure to build HR development cycle through combination of On-JT and Off-JT

(9) Low cost operations

Newly establish the function of business process transformation promotion (two people) who will closely work with the staff in charge of business process transformation at each department to build the true low cost operations system. This is to drive/control the bank-wide initiatives for efficiency improvement and cost reduction.

Key initiatives	Specific action plans etc.
Reduce admin work at branch offices	 Allocate more time for sales promotion, by reviewing the business process for entire operations and improving branch operation efficiency.
Status management of on-going business admin reform projects	 Make sure to track progress for these projects mainly for deposit/FX operations, and reduce admin costs (primarily personnel expenses).

Plans for personnel expenses



Plans for non-personnel expenses



(10) Alliances (the Bank Group strategies)

Strengthen our earnings capabilities through better alliances among the Bank Group.

Key initiatives	Specific action plans etc.
More collaboration with Hirogin Utsumiya Securities	·Further promotion of financial product brokerage business.
Better alliance with Hirogin Lease	 Enhance the business matching service with Hirogin Lease. Capture more overseas capex projects.



Net income trend of Hirogin Utsumiya Securities

Steady trend of profit amid sluggish market of financial instruments.
 Increase the profit synergies through enhanced collaboration.







This material contains statements about future business performance.

These statements do not guarantee future business performance and are subject to uncertainties.

Please note that actual future business performance may differ from our goals depending on changes in the business environment and other factors.

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