

Management Briefing
For the FY2011

Bank of the Ryukyus

Designed by Yuka Arakaki



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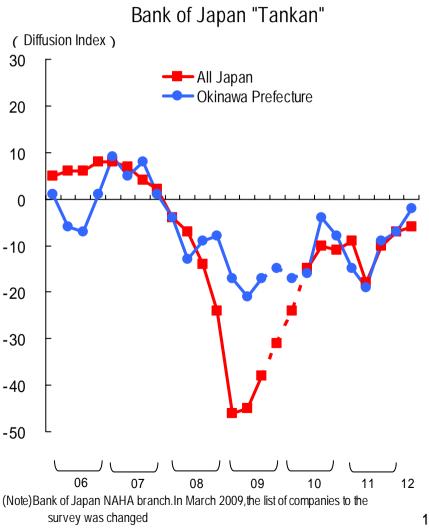


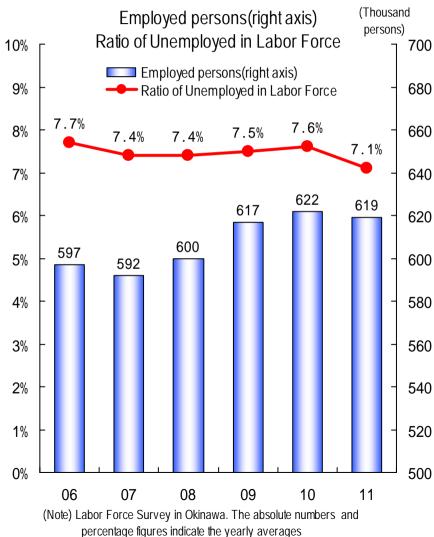
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## **Economic Trends**



Economy continues to recover on back of firm trends in consumer spending and tourism

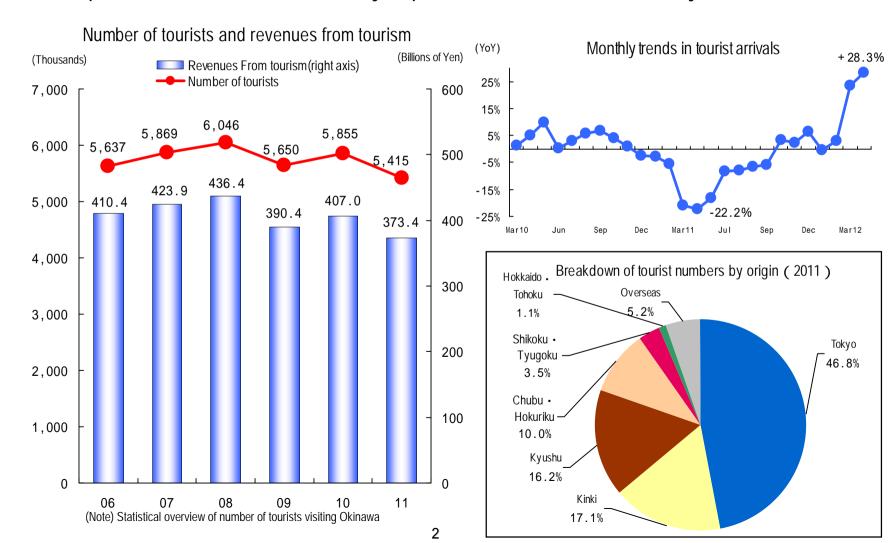




## **Tourism**



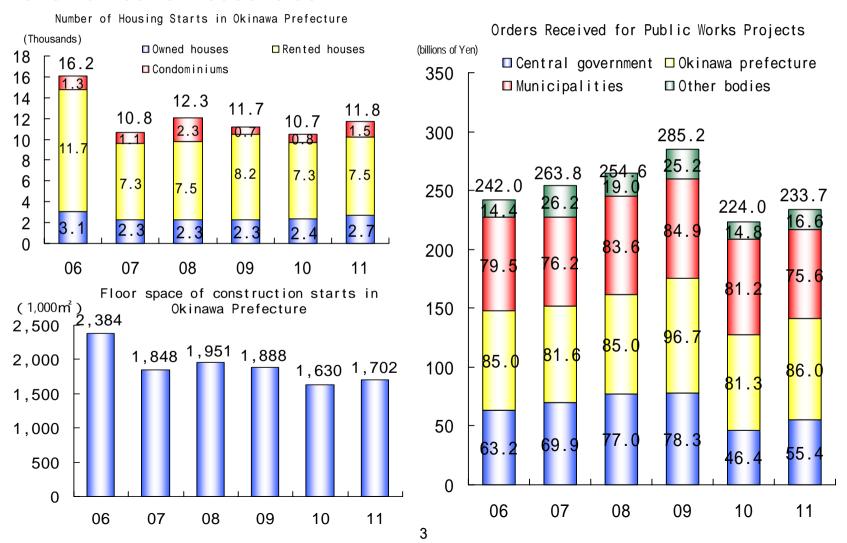
Number of tourists visiting Okinawa dropped sharply in 2011 due to impact of March 11 earthquake and tsunami, but recovery to pre-disaster level seen recently



## Construction



# Number of housing starts rose against backdrop of increases in population and number of households



## FY2011 Results Summary



Net business profit on core banking operations decreased due to lower net interest income resulting from decline in interest rate on loans

( Billions Change FY2011 FY2010 of Yen) Core business gross profit 28.2 28.9 -0.7 interest income 23.7 24 8 -1 1 Interest and dividend income 2.7 2.5 +0.2on securities Fees and commissions 1.3 1.4 -0.1-21.3 -0.4 -21.7 Net business profit on core 7.2 6.9 -0.3 banking operations

<sup>(</sup> Note ) 1.Net business profit on core banking operations = Net business profit before provisions to the general reserve for possible loan losses - Gains/losses JGBs and other bonds.

<sup>2.</sup> Year-on-year changes are calculated based on the original value, and values of less than 100 million yen have been rounded down

## FY2011 Results Summary



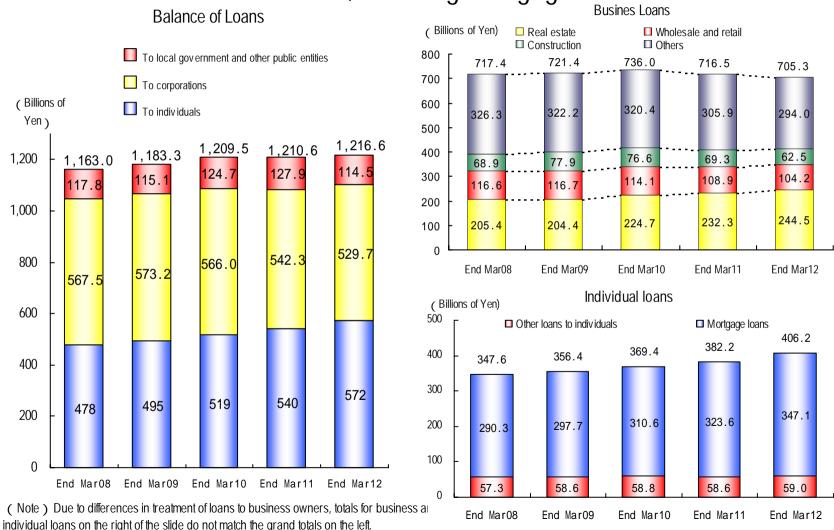
Net income decreased due to one-time factors including drawdown of deferred tax assets due to impact of impairment losses on securities and lowering of corporate income tax rate

·	FY2011	FY2010	Change (Rillions of Van)
Not business profit on care	FIZUII	FIZUIU	Change (Billions of Yen)
Net business profit on core	6.9	7.2	-0.3
banking operations	0.9	1.2	-0.5
Loan write-offs, etc.	1.3	1.2	+0.1
Reversal of reserve for possible loan losses	1.0	-	+1.0
Gains from bad debts recovered	0.6	-	+0.6
Losses on securities	-2.2	-0.2	-2.0
Ordinary profit	5.2	5.7	-0.5
Reversal of reserve for possible loan losses	-	1.2	-1.2
Gains from bad debts recovered	-	0.6	-0.6
Income before income taxes	5.2	7.4	-2.2
Total income taxes	2.9	3.2	-0.3
Net income	2.3	4.2	-1.9
Credit costs	0.2	0.0	+0.2
Net credit costs	-0.3	-0.6	+0.3
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## Loans



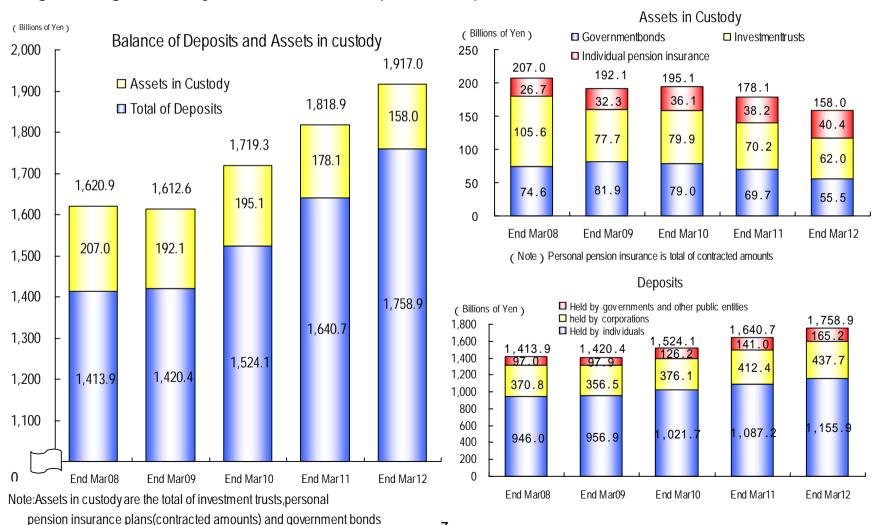
## Loans to individuals increased, including mortgage loans and card loans



## Deposits and Assets in Custody



# Deposits from individuals, corporations, and public funds all continued growing steadily; balance of deposits tops ¥1,700 billion

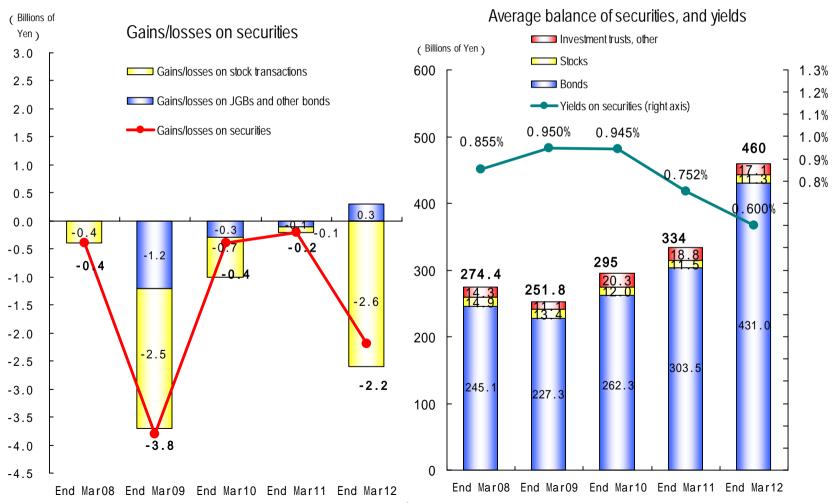


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## Gains/losses on securities



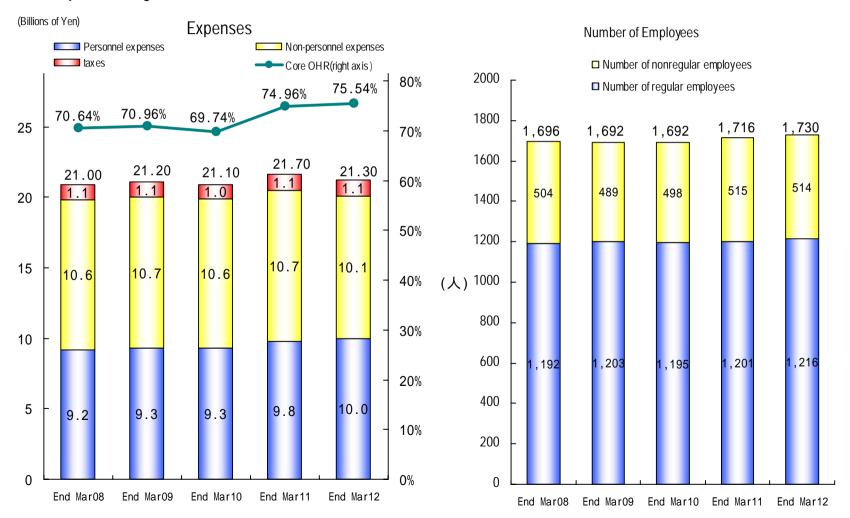
## Impairment losses booked due to increase in valuation loss on holdings of stocks



## Expenses



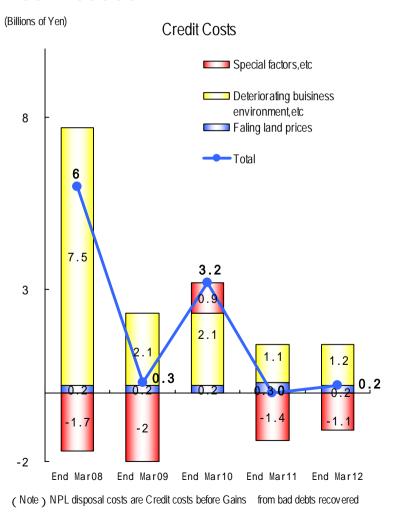
# Non-personnel expenses reduced by ¥600 mn. through reduction in computer system costs

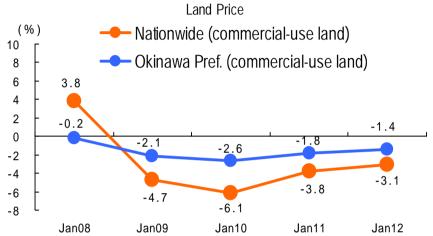


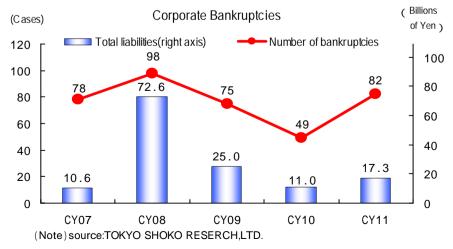
## **Credit Costs**



# NPL disposal at low level due to reversal of general reserve for possible loan losses



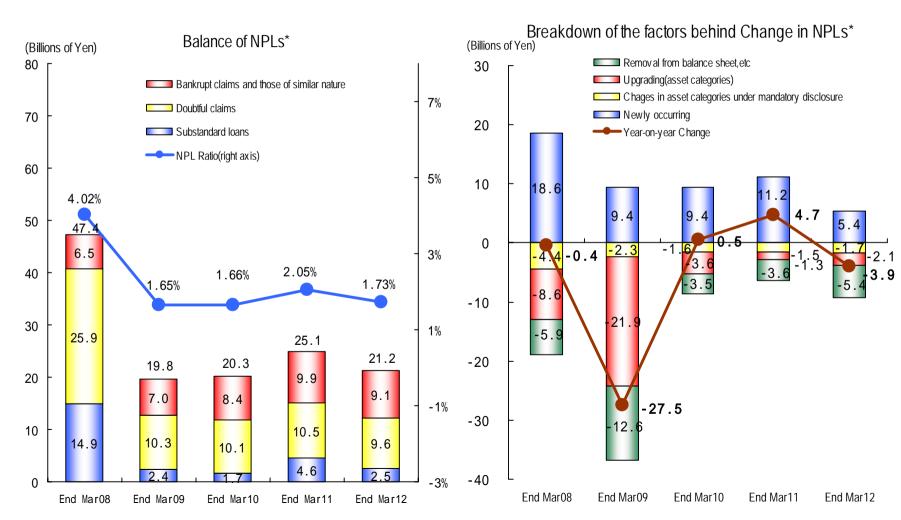




## NPLs\*



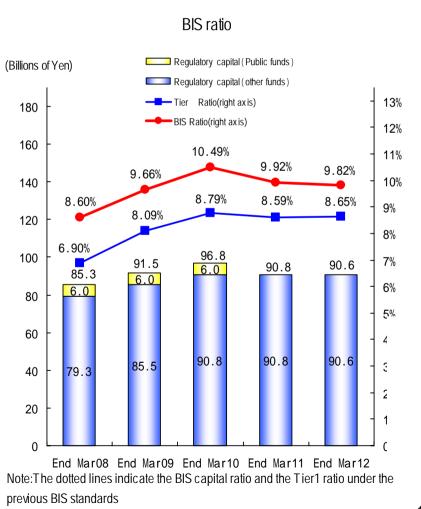
## Total and ratio of NPLs kept low



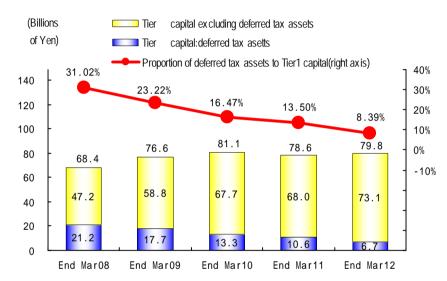
## **BIS Capital Ratio**



# Declined due to increase in risk assets such as loans, but remains at satisfactory level



Deferred tax assets as a percentage of Tier 1 capital



- Main causes of regulatory capital decrease -

Repayment of public funds	
Maturity date	July 14, 2010
Amount repaid (initial amount)	6 Billions of Yen (40 Billions of Yen)
Refinancing of subordinated bonds	
Date of issue	March 23, 2011
Amount of issue (expected redemption amount)	8 Billions of Yen (10 Billions of Yen)
Estimated date of redemption	June 22, 2011

## Earnings Forecast for FY 2012



( Dillions of Von )

Revenue expected to maintain previous year 's level

Higher net income expected despite forecast increase in net credit costs

			( Billions of Yen )
	FY2012	FY2011	Year-on-year Change
Business gross profit	28.5	28.5	0
Net business profit on core banking operations	6.5	6.9	-0.4
Ordinary profit	5.0	5.2	-0.2
N e t i n c o m e	3.0	2.3	+0.7
Net Credit Costs	2.0	-0.3	+2.3
NPL Ratio	Upper 1 percentile	1.73%	

## Overview of new medium-term management plan

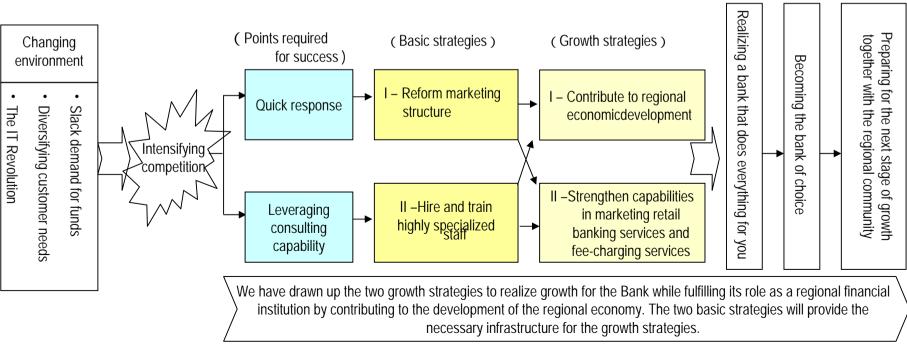


The operating environment for banks continues to undergo dramatic change. At the Bank of the Ryukyus, we need to create a new business model that will enable us overcome the difficulties posed by this severe environment. In devising such a business model, we must work hand-in-hand with the community of which we are a part, so that the Bank may achieve growth while fulfilling its role as a regional financial institution by making a significant contribution to the economy of the region.

As a member of the financial services industry, the Bank of the Ryukyus aims to be the bank of choice for the people of Okinawa by responding promptly to changing customer needs. For this purpose we must make the most of our strengths in the field of financial consulting, and must effectively address the urgent issues of business restructuring focused on meeting customer 's real needs and nurturing qualified and motivated human resources.

To reach these goals, we have drawn up two basic strategies – to reform our marketing structure, and to hire and train highly specialized staff. With these as the basis, we have also drawn up two growth strategies, namely to make a contribution to the development of the regional economy, and to strengthen our capabilities in the marketing of retail banking services and in fee-charging services.

As a result, we are now aiming to transform the Bank into a financial institution that performs the full range of financial services for its customers. Together with the regional community, the Bank is preparing itself for the next stage of growth.



Our medium-term management target 「Establish a new business model that will enable the Bank to survive the current severe situation」 ~ Preparing for the next stage of growth together with the regional community ~

#### Basic Strategy I – Reforming our marketing structure

- ~ Establish quick-response structure through radical reorganization of work processes; improve ability to pay frequent visits to customers and offer consulting services at our branch offices ~
- Radical rethinking of work processes
- Effective use of human resources, streamlining of head office work processes
- Stronger front-line marketing capability
- Stronger planning ability and management

- Faster response through IT innovation
- Establishment of support structure for branch offices
- Aggressive branch network development
- More effective securities investment

## Growth Strategy I – Contribute to regional economic development

- ~ Leverage consulting capabilities to expand business loans to realize Okinawa's high potential ~
- Diverse efforts including support for growth, entry into new markets, involvement in regional development and PFIs, strengthen consulting business, support for management improvement, and support for business recovery

## Growth Strategy II – Strengthen capabilities in marketing retail banking services and fee-charging services

 $\sim$  Offer optimal retail banking products and services for all customers, from young people (who will be the engine of the economy in the next generation) to elderly customers  $\,\sim\,$ 

Stronger image strategy, more thorough efforts to push "main bank" strategy, restructuring of system for sale of assets in custody, strengthening transactions with business owners and prestige corporates, development of new fee-charging services

#### Basic Strategy II - Hiring and training highly specialized staff

- ~ Aiming to expand business in fields of consulting services and assets in custody by training staff to possess high-level abilities in consulting, as well as hiring already qualified staff from outside ~
- Making use of persons holding official qualifications Securing human resources capable of coping with a varied range of work processes
- $\bullet \ \, \text{Expansion of courses offered at the Ryugin Financial College} \qquad \bullet \ \, \text{Creating a rewarding working environment}$

#### Establish legal compliance structure and solid business structure

## Basic Strategy I – Reforming our marketing structure



Establish quick-response structure through radical reorganization of work processes; improve ability to pay frequent visits to customers and offer consulting services at our branch offices

#### Radical rethinking of work processes

#### Faster response through IT innovation

## Streamlining of head office work processes

- ➤ Rethink work processes to enable quick response, and introduce automatic screening system for mortgage loan applications to speed up process even more
- ➤ Enable more efficient marketing through adoption of customer relationship management system
- ➤ Establish quick-response system by radically streamlining and centralizing loaning operations through use of Yushi-Shien Plus system. At same time, secure time for loan managers to pay visits to customers
- ➤ Improve ability to offer consulting and promote sales at branch offices through simplification of over-the-counter procedures

Amalgamate or abolish certain head office committees and other bodies, and rethink the frequency of meetings. Delegate authority for decisions made by Board of Directors and Executive Committee to streamline work processes at head office, allowing transfer of staff to strategic fields.

## Basic Strategy II - Hiring and training highly specialized staff

Aiming to expand business in fields of consulting services and assets in custody by training staff to possess high-level abilities in consulting, as well as hiring already qualified staff from outside

## Making use of persons holding official qualifications

➤ Aiming to expand business in fields of consulting services and assets in custody by training staff to possess high-level abilities in consulting, as well as hiring already qualified staff from outside

Secure human resources capable of coping with a varied range of work processes

➤ Actively seek out and hire staff from megabanks, major securities companies, and insurance companies, and make effective use of their specialist expertise

## Expand courses offered at the Ryugin Financial College

- ➤ Include courses in specialist fields such as medical treatment, nursing care, agriculture, and M&A, to educate staff with specialist knowledge needed to implement the Bank's strategies
- As well as offering specialized courses, send more staff as trainees to specialist institutions
- Improve early on-the-job training for young staff by sending them on customer visits accompanied by staff with trainee experience and/or official qualifications

### Growth Strategy I – Contribute to regional economic development



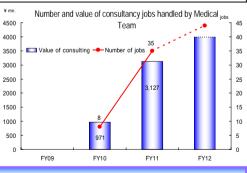
#### Leverage consulting capabilities to expand business loans to realize Okinawa's high potential

#### Support for growth

- Increase number and value of business loans through support in growth fields such as medical treatment, nursing care, and agriculture
- Enter markets on Japanese mainland and other Asian countries, and strengthen corporate transaction base through support for expansion of customers 'marketing channels

#### Measures in medical and nursing care fields

Strengthen capabilities of Medical Team set up within Consulting Business Department in December 2010, and take active steps to expand operations in medical treatment and nursing care fields



#### Measures in agriculture field

Concluded business collaboration agreement with Nomura Agri Planning & Advisory under which joint agricultural operations are being pursued

Expand menu of business conferences and Asian market support services

< Business conferences scheduled for this year >

Month/Year	Name of business conference
June 2012	Ito-Yokado "Sweets Meshi Tomo"
Oct. 2012	Regional Banks – Food Selection (7th event)

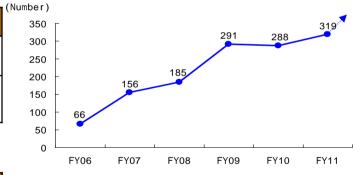
< Menu of Asian market support services >

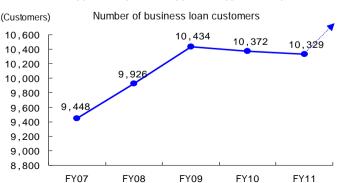
Content	Counterparty
Business collaboration	DBJ Asia Financial Support Center Kasikorn Bank Asison (Trade Consultant)
Staff dispatch	Okinawa Industry Promotion Public Corporation Hong Kong Office JETRO Mizuho Corporate Bank

#### Strengthen consulting business

➤ Identify management issues faced by customers of branch offices, and make solution proposals. Also expand number of customers through marketing of solutions to customers of other banks.

Increase number of consulting projects and business loan customers





## **Growth Strategy II –** Strengthen capabilities in marketing retail banking services and fee-charging services



Offer optimal retail banking products and services for all customers, from young people (who will be the engine of the economy in the next generation) to elderly customers

#### Strengthen image strategy and "main bank" strategy

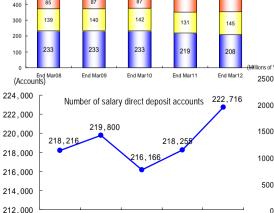
- Acquire wider business base through expansion of ATMs at convenience stores and card strategy, based on
  marketing and data analysis. Thoroughly implement "main bank" strategy through strengthened cross-selling, etc.,
  to expand potential transactions with core customers
- Use TV commercials and ATM operations at convenience stores to raise Bank 's public image and expand business through direct channels

#### Fully leverage extensive ATM network

#### Strengthen direct channels

Install ATMs at all outlets of major convenience store chains to expand personal banking

□ Convenience store ATMs□ Non-Branch ATMs□ Branch ATMs



End Mar09 End Mar10 End Mar11

Strengthen Internet banking, including smartphone access



# Internet banking (Contracts) 120,000 120,000 1,890 1,930 80,000 1,435 80,000 40,000 End Mar08 End Mar09 End Mar10 End Mar11 End Mar12

#### Restructure system for sale of assets in custody

- Set up promotion support team(s) at head office to strengthen marketing of personal pension insurance products and investment trusts and follow-up services
- > Strengthen consulting capabilities at branch offices

#### Expand sale of assets in custody services

Strengthen support system through promotion support team(s) at head office; simplify over-the-counter procedures to raise consulting capabilities and marketing capabilities at branch offices; expand sale of assets in custody

In May 2012 the Bank held the Ryugin Spring Investment Trust Fair 2012 at the Okinawa Convention Center, with an attendance of 270.



## **About This Presentation**



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