

# The Current Status Of SBI Savings Bank As of March 31th, 2020

(January 1st, 2020 ~ March 31th, 2020)

---

## [General Status]

### 1. Declaration

This document has been prepared in compliance with Article 42 of Mutual Savings Bank Regulatory Provisions. With the respect, it contains the true, actual and general information of the management of mutual savings bank. However, it is noticeable that this document hasn't been reviewed and confirmed by Financial Supervisory Service and Korea Federation of Savings Banks for accuracy and adequacy. It should be noted that this report is the English version of the original report written in Korean, ensuring the former is not deviated from the acceptable range of discrepancy in meaning.

CEO Jeong Jin Mun

### 2. Management Policy

#### (1) Management Philosophy

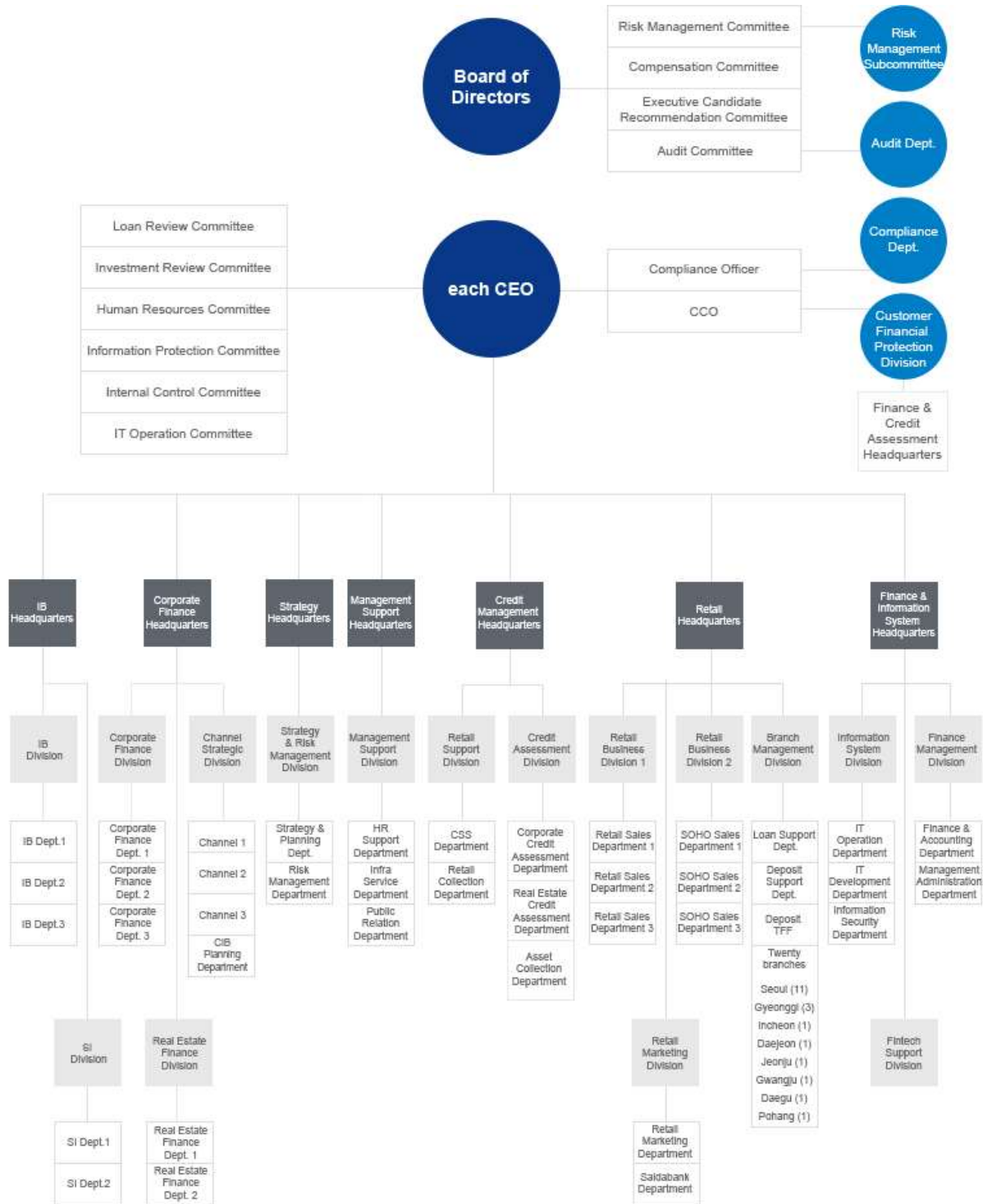
- We provide quality and reliable financial services of high quality on the basis of social calling and public interest and contribute to social development by improving public standard living and fostering companies.

#### (2) Management Attitude

- ① Social responsibility: We honor the social role and responsibility as a company.
- ② Pursuit of innovation: We pursue endless change and innovation.
- ③ Self-innovation: We get ready for environment change.
- ④ Righteous management: We act on righteous values and ethics.
- ⑤ Customer orientation: We aim for customer-centered service.

### 3. Organization

#### (1) Organizational Chart



**(2)Branch and Automatic Teller Machine**

1Q in FY20: End Of March, 2020

Branch			Automatic Teller Machine		
Branch Store	Branch Office	Total	CD	ATM	Other
20	0	20	0	0	0

**4. Number Of Employees**1Q in FY20: End Of March 2020  
4Q in FY19: End Of December 2019

Classification		1Q in FY20	4Q in FY19
Executive	Executive Director	17	17
	Outside Director	5	5
	Part-time Director (not Outside Director)	1	1
Employees	Manager	302	272
	Staff	281	254
Others		0	0
Total		606	549

## 5. Executives

Classification	Name	Position	Key Task and Role
Standing Executive	Lim Jin Gu	CEO	CEO & President (IB HQ Head)
	Jeong Jin Mun	CEO	CEO & President
	Kim Mun Seok	Vice-President	Strategy HQ Head/ Management Support HQ Head/ Management Support Division Head
	Taniguchi Kazutsugu	Senior Managing Director	Finance & Information System HQ Head/ Finance Management Division Head
	Yoo Hyun Kuk	Managing Director	Retail Business HQ Head
	Kang Dong Uk	Managing Director	Credit Management HQ Head
	Kyung Kyu Sang	Managing Director	Corporate Finance HQ Head
	An Sang Hee	Director	Real Estate Finance Division Head
	Son Myung Seop	Director	Corporate Finance Division Head
	Park Eung Jo	Director	IB Division Head
	Lee Eun Hwa	Director	Fintech Support Division Head
	Jang Dong Lok	Director	Audit Division Head
	Han Seok Oh	Director	Branch Management Division Head
	Oh Byoung Jin	Director	Information System Division Head
	Kim Dae Jung	Director	Retail Marketing Division Head
	Kim Ji Ryang	Director	Retail business Division 2 Head
	An Hong Beom	Director	Customer Financial Protection Division Head/Chief Customer Officer
	Huh Baek	Director	Compliance Officer/Compliance Division Head
Outside Director	Park Seong Yeol	Outside Director	Lawyer
	Jeon Ki Hyun	Outside Director	Accountant
	Kwak Doo Hun	Outside Director	Former Korea Exchange Bank HQ Head
	Ejiri Takashi	Outside Director	Lawyer
	Park Hyung Yeon	Outside Director	Lawyer
Part-time Director (not Outside Director)	Kawashima Katsuya	Other Outside Director	Chairman (Other Non Executive Director)

\*This Executives was changed on May 25th.

## 6. Capital Stock

(Unit: Hundred Million KRW)

Y/M/D	Type of Stock	Number of Issued Shares	Amounts of Increased/Decreased Capital	Type of Capital Increase/Decrease	Paid-In-Capital after After Capital Increase/Decrease	Remarks
					15,615	

Note 1) The figures regarding capital increase/decrease and the paid-in-capital after the change are based on the transactions of the last 3 years

## [Performance]

### 7. Financing And Operation

#### (1) Interest Rate

1Q in FY20: End Of March, 2020  
 1Q in FY19: End Of March, 2019  
 (Unit: Hundred Million KRW, %)

Classification			1Q in FY20				1Q in FY19			
			Average Balance	Interest	Interest	Interest	Average Balance	Interest	Interest	
			%	Amount	Rate	%	Amount	Rate		
Financing	Cost	Deposit	77,986	87.14	559	2.9	68,262	88.34	533	3.2
		Cover Note	0	0.00	0	0.0	0	0.0	0	0.0
		Borrowings	0	0.00	0	0.0	0	0.0	0	0.0
		Debentures	0	0.00	0	0.0	0	0.0	0	0.0
		Others	557	0.62	0	0.1	236	0.31	0	0.0
		Subtotal	78,543	87.76	559	2.9	55,777	88.6	533	3.2
	Non-Cost	Total Capital	9,149	10.22	0	0.0	7,224	9.35	0	0.0
		Other Allowances	20	0.02	0	0.0	29	0.0	0	0.0
		Others	1,788	2.00	0	0.0	1,519	1.97	0	0.0
		Subtotal	10,956	12.24	0	0.0	8,771	11.35	0	0.0
	Financing Total	89,499	100.00	559	2.5	77,269	100.00	533	2.8	
Operation	Profit	Due from Bank	10,323	11.53	37	1.5	11,355	14.69	58	2.1
		Securities	4,818	5.38	21	1.8	4,195	5.43	64	6.2
		Loans	75,250	84.08	2,182	11.7	62,322	80.66	1,713	11.1
		Call Loans	485	0.54	1	0.9	239	0.31	0	0.0
		Others	2,483	2.77	0	0.0	2,024	2.62	0	0.0
		Allowance For Bad Debts And Others (△)	88,394	98.77	2,242	10.2	76,087	98.47	1,836	9.8
		Subtotal	18	0.02	0	0.0	17	0.02	0	0.0
	Non-Profit	Cash	151	0.17	0	0.0	154	0.20	0	0.0
		Tangible Assets	936	1.05	0	0.0	1,011	1.31	0	0.0
		Others	1,105	1.23	0	0.0	1,182	1.53	0	0.0
	Operation Total	89,499	100.00	2,242	10.1	77,269	100.00	1,836	9.6	

#### (2) Maturity Structure

1Q in FY20: End Of March, 2020  
 (Unit: Hundred Million KRW)

Classification	Normal /Precautionary Assets And Debt Maturity					Sub-Standard or Lower Asset(C)	Total (A+B+C)
	3-Month Or Shorter	6-Month Or Shorter	12-Month Or Shorter	3-Year Or Shorter(A)	3-Year Or Longer(B)		
Operation	15,834	19,206	25,257	44,783	46,183	2,280	93,246
Loan(1)	6,061	9,433	15,484	35,010	40,437	2,280	77,727
Financing	29,189	40,132	56,005	81,343	11,903	0	93,246
Deposit Received(2)	29,189	40,132	56,005	81,343	0	0	81,343
Difference(1-2)	△23,128	△30,699	△40,521	△46,333	40,437	2,280	△3,616

### (3) Subordinated Bond Issuance

1Q in FY20 End Of September, 2020  
(Unit: Hundred Million KRW)

Type of Bond	The Date Of Issue	The Date Of Maturity	Issued Amount	Issued (Interest) Rate	Credit Rate	Remarks
<u>Not Applicable</u>						

## 8. Index Of Capital Adequacy

### A. Capital Adequacy

1Q in FY20: End Of March, 2020  
1Q in FY19: End Of March, 2019  
(Unit: Hundred Million KRW, %)

Classification	1Q in FY20	1Q in FY19
BIS Capital Ratio ※ Required By The Law Is More Than (8%)	13.62	12.89
BIS Basic Capital Ratio (Tier1)	12.34	11.61
Tangible Common Equity Ratio	10.10	9.57

- ◆ **BIS capital adequacy ratio (equity capital/risk-weighted assets ratio):** Concepts in accordance with BIS Basel Committee Banking Supervision's "International Agreement on the Measurement and Standards of Equity capital" mean international unification standards on regulating the ratio of equity capital to cope with increased risks for financial firms. Generally, A higher BIS-based equity ratio means higher financial soundness.  
(capital owned / market/operational risk x 100) of a company means that the company has good capital adequacy.

## B. Calculation Of BIS Capital Adequacy Ratio

1Q in FY20: End Of March, 2020  
 1Q in FY19: End Of March, 2019  
 (Unit: Hundred Million KRW, %)

Classification	1Q in FY20	1Q in FY19
Ordinary Capital Sum (A)	9,325	7,166
Capital Stock	15,615	15,615
Capital Surplus	122	122
Retained Earnings	△1,410	△3,608
Shares Owned By External Shareholders Of Affiliated Company	0	0
Deductions	△5,002	△4,963
Supplementary Capital Sum (B)	966	794
Upper Subordinated Debt (Claimed) With Maturity	0	0
Lower Subordinated Debt (Claimed) With Maturity	0	0
Revaluation Reserve	0	0
Gain On Valuation Of Asset Available For Sale And Others	0	2
Allowance For Bad Debts	966	792
Long-Term Borrowing(C) For Management Normalization	0	0
Deduction Sum (D)	0	0
Equity Capital Sum (A+B+C-D)	10,291	7,960
Risk-Weighted Asset	75,579	61,732

## 9. Index Of Asset Quality

1Q in FY20: End Of March, 2020  
 1Q in FY19: End Of March, 2019  
 (Unit: Hundred Million KRW, %)

Classification	1Q in FY20	1Q in FY19
Loss Risk-Weighted Loan Ratio	13.63	16.89
Net Substandard or Lower Loan Ratio	1.06	1.83
Substandard or Lower Loan Ratio	2.93	4.08
Ratio Of Overdue Loan	2.27	3.91



## 10. Index Of Profitability

1Q in FY20: End Of March, 2020  
 1Q in FY19: End Of March, 2019  
 (Unit: Hundred Million KRW, %)

Class	1Q in FY20	1Q In FY19
Return On Assets	2.61	1.81
Expense On Assets	1.63	1.76
Ratio Of Gross Profit To Gross Costs	74.33	82.16

Note 1) Use the calculation formula based on the Financial Supervisory Service Report

## 11. Index Of Liquidity

1Q in FY20: End Of March, 2020  
 1Q in FY19: End Of March, 2019  
 (Unit: Hundred Million KRW, %)

Classification	1Q in FY20	1Q in FY19
Liquidity Coverage Ratio	106.89	108.21
Ratio of Disposable Fund	14.39	18.25
Tangible Assets Ratio	3.28	7.85

Note 1) Use the calculation formula based on the Financial Supervisory Service Report

◆ **Liquidity coverage ratio:** It is the ratio of those assets that can easily be exchanged for money to the total assets of a mutual savings bank. High liquidity ratio of a company means that the company is better able to liquidate asset.

## 12. Index Of Productivity

1Q in FY20: End Of March, 2020  
 1Q in FY19: End Of March, 2019  
 (Unit: Hundred Million KRW, %)

Classification		1Q in FY20	1Q in FY19
Per Employee	Profit Before Allowance	3	2
	Deposits	144	133
	Loans	139	122
Per Branch Bank	Deposits	3,899	3,413
	Loans	3,763	3,116

## [Financial Results]

### 13. Balance sheet

(Accounting Standard : Korean Generally Accepted Accounting Principles)

1Q in FY20: End Of March, 2020  
1Q in FY19: End Of March, 2019  
(Unit: Hundred Million KRW, %)

구 분		1Q in FY20		1Q in FY19	
		Amount	%	Amount	%
Asset	Cash And Due from Banks	11,037	11.84	8,602	11.30
	Securities	4,952	5.31	4,328	5.69
	Loans	75,279	80.73	61,694	81.08
	Tangible Asset	144	0.15	149	0.20
	Other Assets	1,834	1.97	1,322	1.74
<b>Asset Total</b>		<b>93,246</b>	<b>100.00</b>	<b>76,095</b>	<b>100.00</b>
Liability	Deposits	81,343	87.24	66,912	87.93
	Borrowings	0	0.00	0	0.00
	Other Liabilities	2,482	2.66	1,898	2.50
	<b>Liability Total</b>	<b>83,825</b>	<b>89.90</b>	<b>68,810</b>	<b>90.43</b>
Liability Total	Capital Stock	15,615	16.75	15,615	20.52
	Capital Surplus	122	0.13	122	0.16
	Capital Adjustment	△4,938	△5.30	△4,938	△6.49
	Accumulated Other Comprehensive Income	32	0.03	94	0.12
	Retained Earnings	△1,410	△1.51	△3,608	△4.74
	<b>Stockholder's Equity Total</b>	<b>9,421</b>	<b>10.10</b>	<b>7,285</b>	<b>9.57</b>
<b>Liability And Stockholder's Equity Total</b>		<b>93,246</b>	<b>100.00</b>	<b>76,095</b>	<b>100.00</b>

### 14. Operation with Loan

#### (1) Loan

1Q in FY20: End Of March, 2020  
1Q in FY19: End Of March, 2019  
(Unit: Hundred Million KRW, %)

Classification	1Q in FY20		1Q in FY19	
	Amount	%	Amount	%
Loan For Company	37,147	47.79	34,364	53.92
Loan For Personal	40,566	52.19	29,348	46.05
Other Loans	14	0.02	17	0.03
Total	77,727	100.00	63,729	100.00

## (2) Secured Loan By Collateral

1Q in FY20: End Of March, 2020  
1Q in FY19: End Of March, 2019  
(Unit: Hundred Million KRW, %)

Classification		1Q in FY20		1Q in FY19	
			%		%
Collateral	Real Estate Property	17,857	22.97	15,459	24.26
	Movable Assets	1,551	2.00	2,082	3.27
	Securities	2,304	2.96	2,266	3.56
	Deposit Received	159	0.20	102	0.16
	Others	1,898	2.44	2,557	4.01
	Total	23,769	30.58	22,466	35.25
Guarantee		5,977	7.69	5,678	8.91
Credit		47,981	61.73	35,585	55.84
Total		77,727	100.00	63,729	100.00

## (3) Loan For Small And Medium (S&M) Enterprises

1Q in FY20: End Of March, 2020  
1Q in FY19: End Of March, 2019  
(Unit: Hundred Million KRW, %)

Classification		1Q in FY20	1Q in FY19
S&M Company Loan	Ratio (A/B X 100)	43.33	48.66
	S&M Loan (A)	33,683	31,007
	Total (B)	77,727	63,729

#### (4) Loan Exposure To Real Estate Property-Related Business And Asset Quality Classification

1Q in FY20: End Of March, 2020  
(Unit: Hundred Million KRW, %)

Business Type	Conformity To Credit Offering Binding		Category of Quality							
	Limit	Amount Of Credit Offering	Loan Obligation						Overdue Amount	Delinquency Rate
			Normal	Precautionary	Sub-Standard	Recovery Doubtful	Presumed Loss	Total		
Real Estate Property PF Loan(①)	15,545	1,092	828	152	112	0	0	1,092	112	10.29
Construction Business (②)	23,318	3,016	2,716	122	139	16	23	3,016	141	4.67
Real Estate Business(③)	23,318	3,901	3,242	529	120	10	0	3,901	128	3.28
Real Estate Leasing Business(④)	23,318	1,843	1,682	138	17	5	0	1,843	24	1.31
Total(①+②+③+④)	34,977	6,166	5,104	665	354	20	23	6,166	357	5.79

#### (5) Micro Personal Credit Loan

(Unit: Hundred Million KRW,%)

Classification	End of March 2020	End of December, 2019	End of September, 2019	End of June, 2019
Total Loan	77,727	73,731	68,223	66,414
Micro Personal Credit Loan	1,275	1,187	1,059	947
Proportion	1.64	1.61	1.55	1.43
Micro Personal Credit Loan Overdue Amount	30	29	29	46
Proportion	2.34	2.47	2.73	4.85

Note 1) Of total loans, the cases of loan less than 3 million KRW are recorded by quarter.

Note 2) Criterion for "being overdue": The definition of 'overdue loan' in Mutual Savings Bank Regulatory Provisions (Attachment 7) is applied.

\* A savings bank whose balance of Personal Loan is lower than one billion KRW can not declare Handling Status of Personal Loan.

## 15. Deposits

### (1) Deposits By Type

1Q in FY20: End Of March, 2020  
 1Q in FY19: End Of March, 2019  
 (Unit: Hundred Million KRW, %)

Classification	1Q in FY20				1Q in FY19			
	Balance		Average Balance		Balance		Average Balance	
		%		%		%		%
Demand Deposits	13,486	16.58	10,147	13.01	1,496	2.24	1,396	2.05
Time Deposits	66,444	81.68	66,460	85.22	64,285	96.07	65,759	96.33
Installment Deposit	1,413	1.74	1,379	1.77	1,131	1.69	1,107	1.62
Cover Note	0	0.00	0	0.00	0	0.00	0	0.00
Others	0	0.00	0	0.00	0	0.00	0	0.00
Total	81,343	100.00	77,986	100.00	66,912	100.00	68,262	100.00

### (2) Deposits By Customer Type

1Q in FY20: End Of March, 2020  
 1Q in FY19: End Of March, 2019  
 (Unit: Hundred Million KRW, %)

Classification	1Q in FY20		1Q in FY19	
	Balance	%	Balance	%
Individual	68,963	84.78	61,470	91.87
Corporate And Group	4,722	5.81	1,267	1.89
Others	7,659	9.42	4,175	6.24
Total	81,343	100.00	66,912	100.00

Note 1) Based on balance

## 16. Write-Off And Allowance For Bad Debts

### (1) Amount Of Bad Loan Write-Off

1Q in FY20 (3 Months): from January 1st, to March 31th, 2020  
 FY20 (Accumulated): from January 1st, to March 31th, 2020  
 1Q in FY19 (3 Months): from January 1st, to March 31th, 2019  
 FY19 (Accumulated) from January 1st, to March 31th, 2019  
 (Unit: Hundred Million KRW)

Classification	1Q in FY20		1Q in FY19	
	1Q in FY20 (Present Quarter)	FY20 (Cumulation)	1Q in FY19 (Present Quarter)	FY19 (Cumulation)
Amounts Of Write-Off During Term	47	47	43	43
General	47	47	43	43
Special	0	0	0	0

## (2) Classification Of Allowance For Bad Debts

(Accounting Standard : Korean Generally Accepted Accounting Principles)

1Q in FY20: End Of March, 2020  
1Q in FY19: End Of March, 2019  
(Unit: Hundred Million KRW)

Classification	1Q in FY20	1Q in FY19
Allowance For Bad Debts	2,676	2,385
General	2,676	2,385
Special	0	0

## 17. Current Status Of Loan Classified As NPL And Sub-Standard Or Lower

### (1) Loan Classified As NPL And Sub-Standard Or Lower

1Q in FY20: End Of March, 2020  
1Q in FY19: End Of March, 2019  
(Unit: Hundred Million KRW)

Classification	1Q in FY20	1Q in FY19
Total Loan	77,727	63,729
NPL (Non-Performing Loan or Insolvent Loan) <sup>1)</sup>	1,497	1,188
Sub-Standard Or Lower Loan <sup>2)</sup>	2,280	2,601
Net sub-Standard Or Lower Loan <sup>3)</sup>	793	1,121

Note 1) NPL or insolvent loan means the sum of recovery doubtful and presumed loss loan amount.

Note 2) Loan classified as sub-standard or lower is the sum of sub-standard, recovery doubtful and presumed loss loan amount.

Note 3) Loan classified as net sub-standard or lower is the sum of sub-standard loan minus bad debt allowance.

◆ **NPL or insolvent loan:** It is the sum of recovery doubtful and presumed loss loan of a mutual savings bank. Low ratio of NPL over total loan means that the asset of a mutual savings bank is sound.

◦ **Recovery doubtful:** A portion of accounts receivable exceeding an expected recoverable which is anticipated to accrue, but the amount of the loss is not fixable in which cases were classified sub-standard.

◦ **Presumed loss:** A portion of accounts receivable exceeding an expected recoverable which shall be inevitably disposed of a loss because of impossibility of recovery in which cases were classified sub-standard.

◆ **Loan classified as sub-standard or lower:** It is the sum of sub-standard, recovery doubtful and presumed loss loan amount of the total loan of a mutual savings bank. Low ratio of Sub-standard loan over the total loan means that the asset of a mutual savings bank is sound.

◦ **Sub-standard:** An expected recoverable amount of accounts receivable which cases are needed specific recoverable and manageable measurement because of poor management.

**(2) Current Status of Increasing Large Sum NPL Or Insolvent Loan**

1Q in FY20: End Of March 2020  
4Q in FY19: End Of December 2019

(Unit: Hundred Million KRW)

Company <sup>1)</sup>	1Q in FY20	4Q in FY19	Increased Amount	Reason For Increase	Remarks
<u>Not Applicable</u>					

Note 1) The list should be of top 20 companies whose NPL or insolvent loan amount is one billion greater than that of the previous quarter. But the name should be written like “(Ltd)\*\*\*(Business Type)” for corporate body. For individual loan, the name of company should be written like “individual loan (last name\*second name)”.

**(3) Current Status Of Companies Under Debt Reconciliation For New Loan**

1Q in FY20: End Of March 2020  
(Unit: Hundred Million KRW)

Company	Date of Decision For Debt Reconciliation	3Q in FY19 Total Loan Balance	NPL Or Insolvent Balance	Progress Of Debt Reconciliation	Remarks
<u>Not Applicable</u>					

Note \*) It should be prepared for companies whose total loan balance is over one billion one KRW.

**18. Off-The-Book Trading**

1Q in FY20: End Of March, 2020  
1Q in FY19: End Of March, 2019  
(Unit: Hundred Million KRW)

Classification	1Q in FY20	1Q in FY19
Guarantee Of Payment	0	0
Bad Loan Write-Off	6,561	6,765
Endorsed Note	0	0
Sales Of Repurchase Paper	0	0
Transaction Of Financial Derivatives	0	0

## 19. Non-Operating Assets

1Q in FY20: End Of March, 2020  
(Unit: Hundred Million KRW)

Classification	Acquired Amount Within A Year (From Now)	Acquired Amount Between 1 To 3 Years (From Now)	Acquired Amount 3 Years Before
Land	0	0	0
Building	0	0	0
Movable Assets	0	0	0
Total	0	0	0

### 19-1. Status Of Cross-Business

1Q in FY20: End Of March, 2020  
1Q in FY19: End Of March, 2019  
(Unit: Hundred Million KRW, No. of Transaction, No. of Buying)

Classification	1Q in FY20		1Q in FY19	
	Performance	Number Of Transaction (Buying)	Performance	Number Of Transaction (Buying)
Installment Financing	0	0	0	0
Debit Card	79	23,229	14	1,139

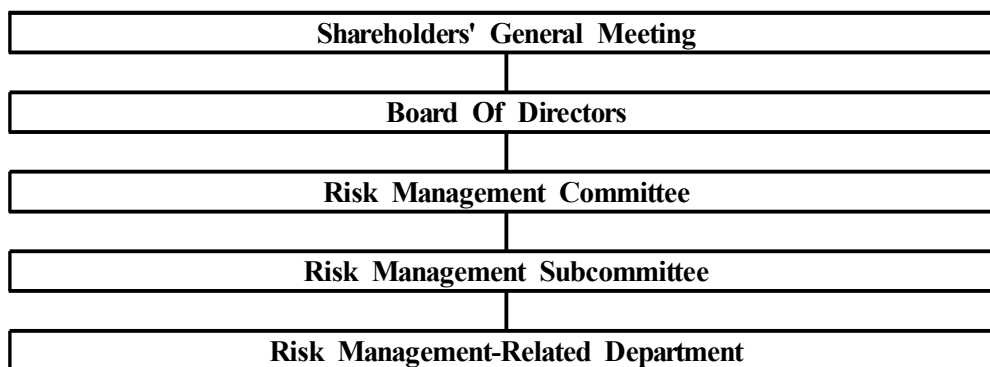


## [Risk Management]

### 20. Risk Management

#### (1) Risk Management Organization

- Organizational Chart



- Risk Management Committee: It is the top decision making organization for risk management.
- Composition of Risk Management Committee : Three Outside Directors
- Role of Risk Management Committee: Establishing basic policy and strategy for risk management;  
Determining overall aspects of risk management practices, including enactment/revision of risk management standards, and makeup of relevant organizations.
- Risk Management Subcommittee : Committee on Risk management task relations under  
Risk management committee
- Composition of Risk Management Subcommittee  
Finance & Information System HQ Head / Credit Management HQ Head / Strategy Risk Management  
Division Head / Risk Management Department Head / Business  
Management Department Head
- Role of Risk Management Subcommittee  
It plays roles of establishing policies to cope with the change of financial environment; minimize management  
risk through focusing on asset and liabilities; and maximize and stabilize profit.
- Risk Management-Related Departments
  - Credit Risk  
Loan review Division / CSS Department / Sales Department(Corporate Financing / Retail / IB)
  - Market Risk: Risk Management Department / IB Department /  
Business Management Department(financial sector) / Sales Department
  - Interest Risk: Risk Management Department /  
Business Management Department(financial sector) / IB Department
  - Liquidity Risk: Risk Management Department /  
Business Management Department(financial sector) / Sales Department
  - Operational Risk: Risk Management Department/ Business Management Department/  
Information System Division

## **(2) Risk Management System:**

### - Definition

“Risk” means various uncertainty and chance of possible loss occurring during the activities of a company’s management and business.

- Various provisions Related to Risk Management Risk Management Committee Provision, Risk Management Subcommittee Provision, Risk Management Standards.

### - Contents in the provisions

They are about overall risks that can break out through the business and management by a savings bank, including risk of credit, market, liquidity, business management.

### - Risk Management Subcommittee

It is the decision making organization for risk management. It plays roles of establishing policies to cope with

the change of financial environment; minimize management risk through focusing on asset and liabilities; and maximize and stabilize profit. The committee shall deliberate and make decision regarding the followings:

- ① Establishing (counter)measure to cope with the change of financial environment
- ② Deliberating and conciliating financing and operation
- ③ Constructing portfolio of assets and liabilities
- ④ Performing risk management and establishing (counter)measure to cope with it
- ⑤ Regarding interest in loan and borrowing
- ⑥ Regarding the other agendas that the chairman thinks it is necessary to action for.

## **(3) Credit Risk Management:**

### - Definition

Credit Risk means the amount exposed to loss or such risk due to the default on loan or/and marketable securities of other party in business with the concerned company.

### - Purpose

It is to minimize the possibility of occurrence of credit risk; thus maintain financial soundness; consequently build stable profit base; and use the knowledge as the basic data in making decision for investment priority and establishing strategy of asset resource distribution.

### - Objects for Risk Management

loan, securities, derivative and so on

### - Principle of Risk Management

- ① To set and manage credit offering limit by sector
- ② To prevent loan bias by constructing loan portfolio
- ③ To set and manage limit to credit risk exposure

### - Methods of Risk Management

- ① To set credit limit by industry, debtor, and note drawer
- ② To establish loan portfolio; evaluate loan; prepare early warning system for non-performing loan; and review criteria for loan (credit) offering
- ③ To review the criteria of credit rating by customer and request correction or adjustment when necessary; develop, maintain and integrate methodology and measurement for credit risk such as bankruptcy rate by rating level and collect rate by collateral

- ④ To review if reserve for bad debts and depreciation and debt amount to write off are suitable for credit risk and request for correction when necessary.
- Evaluation Organization: Risk Management Committee, Loan Evaluation Committee, Loan review Department, Others

**(4) Market Risk Management:**

- Definition

Market Risk means one in which the value of marketable asset decreases in a disadvantageous direction to interest, stock index (price), foreign exchange rate and so on. Such risks include interest risk, price fluctuation risk and FX risk

- Purpose

It is to minimize loss and maximize profit by efficiently managing the change of market price and value such as interest rate, stock index (price) and so on.

- Measuring Method

Transaction related to market risk should be evaluated and measured for loss and profit based on market value.

- Objects for Market Risk Management

Financial products that are dealt for profit margin on purchase and sale on the basis of forecasted value (interest rate, stock index) change of bond, share.

- Methods of Market Risk Management

- ① To set investment limit and loss limit of securities in proprietary account; obtain approval of it from Risk Management Committee and distribute it to risk management-related department heads for accompanying actions
- ② Risk management-related department heads can set and operate proper limit by financial commodity and dealer within the limit set in foregoing (①).
- ③ Risk management-related department heads establish detailed and specific plans and manage them such as investment policy, standard, portfolio principle, criteria for market value evaluation, investment and loss limit by commodity and dealer.
- ④ Risk management-related department heads assess concerned risk on daily, weekly and monthly base or anytime when necessary for rapid change of market situations.

## (5) Liquidity Risk Management:

<Balance Of Time Deposit (e.g.) By Remaining Period>

### ○ Time Deposit

(Unit: Hundred Million KRW)

Classification	Within 1 Year	Within 2 Years	Within 3 Years	Over 3 Years	Total
Time Deposit	41,278	9,954	15,212	0	66,444

### ○ Loan

(Unit: Hundred Million KRW)

Classification	Within 1 Year	Within 2 Years	Within 3 Years	Within 4 Years	Within 5 Years	Over 5 Years	Total
Loan <sup>1)</sup>	16,161	9,496	10,504	11,039	16,111	14,416	77,727

Note 1) Loan (on compound passbook deposit) whose limit is subject to stipulated time period and that is circulated within certain time period (a month) is classified as 'one-year or shorter' loan despite its limit-stipulated time period.

### ○ Securities

(Unit: Hundred Million KRW)

Classification	Within 1 Year	Within 2 Years	Within 3 Years	Within 4 Years	Within 5 Years	Over 5 Years	Total
Government/ Public Bond <sup>1)</sup>	0	0	0	0	0	0	0
Corporate Bond	0	40	77	0	0	200	317
Others	1,113	1,010	564	293	343	748	4,071
Total	1,113	1,050	641	293	343	948	4,388

Note 1) Government/Public Bond means monetary stabilization bond, government-guaranteed bond, treasury bill, municipal bond/local debt, and bond issued by government-invested institution.

Note \*) Shares and investment securities (including other equity investments) whose maturity expiration can't be specified are excluded.

**(6) Credit Scoring System (CSS):**

A. Summary of Credit Scoring System (CSS)

It is a system to statistically measure the risks related to personal credit loan by using the credit rating data and the summaries offered by credit rating agencies (e.g. NICE Information Service Co., Ltd, Korea Credit Bureau, Korea Enterprise Data Co. Ltd)

B. Application Scope

Customers applying for personal credit loan (Only for Babilloan)

C. Application Method

Decision making for the system approval based on personal credit risk rating, limit and interest calculation.

D. Controlling Structure

1) Establishing CSS policy based on statistical analysis

- Periodic Analysis

- i ) Accuracy of credit rating of CB companies
- ii) Stability and accuracy of the credit rating by application scorecard
- iii) Validity of CSS policy

- Non-Periodic Analysis

- i ) Policy rule according to reduced risk
- ii) CSS policy for new financial products

2) Deliberation of Risk Management Subcommittee in establishing and changing policy

3) Approval by representative director of changing or establishing policy of Risk Management Subcommittee

## [Current Status Of Other Management]

### 21. Management Performance Of Affiliated Company

1Q in FY20: End Of March, 2020  
(Unit: Hundred Million KRW)

Affiliated Company	Financial Situation		Profit-Loss Situation		Settling Day
	Total Asset	Equity Capital(Capital Stock)	Operating Profit	Net Income	
<u>Not Applicable</u>					

### 22. Internal Control

#### (1) Functions And Roles Of Audit (Regular, Special And Occasional Audit)

Audit Committee (auditor) performs the followings to evaluate and improve the propriety of overall internal control system and the performance of management.

- It sets up internal audit plans by class (finance audit, operation audit, compliance audit, management audit, IT audit and so on); evaluates the results of implementation; take follow-up measures; and purposes corrective plans.
- It evaluates the overall internal control system of the concerned company and proposes improvement plan.
- It consents to the appointment of the head of internal audit department.
- It approves the appointment of external auditor.
- It evaluates the activities of external auditor.
- It confirms the matters directed in an audit report
- It handles the matters in accordance with applicable laws and articles of association and those which the board of directors entrusts.
- It conducts an audit on the matters directed by supervisory authority, the board of directors and/or Audit Committee

#### (2) Approach to Inspection of Internal audit department

- 1) Inspection of regulation fulfillment
- 2) Examination on system and enhancement monitoring for prevention of financial accidents
- 3) Checking incidental works to perform audit

#### (3) Frequency of audit

Classification	Auditor	Subject	Frequency
daily audit	Audit Division Head	Whole department	Everyday
spot audit	Audit department	Branches for savings	as occasion calls
regular audit	Audit department	Whole department	once a year
special audit	Audit department	Whole department	on demand
Occasional audit	Audit department	Branches for savings and loan	Everyday

**(4) Inspection organization(the number of people, concurrent position, etc.) and details of activity**

Name	The number of people	Details of activity	Concurrent position
Audit department	9	Auditing whole department	-

**(5) Composition·detailed operation standards·performance of loan review committee and inspection department**

Classification	Composition	Detailed operation standards	performance
Lone review committee	5 people including the chairperson	<ul style="list-style-type: none"> <li>-selection of subject for loan evaluation, based on delegation and decision criteria</li> <li>-For managing soundness of loans and prevention of insolvent loan, considering comprehensively the debtor's credit, financial position, business plan, collateral configuration, ability for repayment, trade performance, and so on.</li> <li>-Decision made by two-thirds or more of incumbent members' agreement</li> </ul>	Spot operation as subject of examination arises
Inspection department	3 people among risk department	<ul style="list-style-type: none"> <li>-propriety of asset soundness classification and accumulation of allowance for bad debt expense</li> <li>-propriety of loan evaluation and authorization</li> <li>-compliance of loan contract</li> <li>-compliance of regulations relating to loan and the bylaws</li> <li>-propriety of post management of loan</li> <li>-accuracy and timeliness of loan officers' recognition of problematic loan</li> <li>-other necessary things to secure soundness of loan</li> </ul>	<ul style="list-style-type: none"> <li>- New inspection : Within 10 business days after loan review committee making decision</li> <li>-Regularly inspection : More than once a year(More than 5 hundred million won for same person)</li> </ul>

## 23-1. The number of occurred civil complaints

※ Since overlapped, repeated, complaints for simple question, and other complaints that may not ask for responsibility to financial company are excluded, please be careful when you use and utilize.

※ The number of civil complaints were written based on a mutual savings bank unified management disclosure standards.

※ Period

- Current quarter : 1Q in FY2020 (2020.01.01~2020.03.31)

- Previous quarter: 4Q in FY2019 (2019.09.30~2019.12.31)

### A. The number of civil complaints

Division	the number of civil complaints			The number of conversions <sup>3)</sup> (per 10K customers)			note
	4Q in FY19 (previous quarter)	1Q in FY20 (current quarter)	rate of change (%)	4Q in FY19 (previous quarter)	1Q in FY20 (current quarter)	rate of change (%)	
Inside civil complaint <sup>1)</sup>	0	0	-	-	0.00	-	
Outside civil complaint <sup>2)</sup>	6	9	↑ 50.0%	0.06	0.08	↑ 33.3%	
Total	6	9	↑ 50.0%	0.06	0.08	↑ 33.3%	

Note 1) civil complaint received through Internet webpage or in written

Note 2) among civil complaints received by the Financial Supervisory Service or other institutes, transmitted or fact inquiry requested civil complaints. But, direct processed civil complaint without transmit or fact inquiry by relevant institutes (the Financial Supervisory Service or other institutes) are excluded.

Note 3) number of conversion = (total number of civil complaints / total customers) × 10,000

### B. the number of civil complaints by type

Division	The number of civil complaints			The number of conversions (per 10K customers)			note
	4Q in FY19 (previous quarter)	1Q in FY20 (current quarter)	rate of change (%)	4Q in FY19 (previous quarter)	1Q in FY20 (current quarter)	rate of change (%)	
type	deposit	1	1	-	0.01	0.01	-
	loan	1	5	↑ 400.0%	0.01	0.05	↑ 400.0%
	loan collection	3	2	↓ 33.3%	0.03	0.02	↓ 33.3%
	others	1	1	-	0.01	0.01	-
total	6	9	↑ 50.0%	0.06	0.08	↑ 33.3%	



### C. the number of civil complaints by type

Division		the number of civil complaints			The number of conversions (per 10K customers)			note
		4Q in FY19 (previous quarter)	1Q in FY20 (current quarter)	rate of change (%)	4Q in FY19 (previous quarter)	1Q in FY20 (current quarter)	rate of change (%)	
type	deposit	1	1	-	0.01	0.01	-	
	mortgage loan	-	1	-	-	0.01	-	
	credit loan	4	7	↑ 75.0%	0.04	0.07	↑ 75.0%	
	bancassurance	-	-	-	-	-	-	
	others	1	-	↓ 100.0%	0.01	0.00	↓ 100.0%	
total		6	9	↑ 50.0%	0.06	0.08	↑ 33.3%	

### 23-2. Result of evaluation actual condition of financial consumer protection

※ According to financial consumer's best practices, financial corporations get evaluated their level of consumer protection comprehensively through evaluation system of financial consumer protection's actual condition' by the Financial Supervisory Service.

※ Disclosure: saving banks that the Financial supervisory service directly evaluates (the number of civil complaints of relevant saving banks where is 2% or more in whole saving banks industry and has 1,000 billion KRW or more of total asset)

※ Inquiry of evaluation result by company is offered at Federation of Savings Banks's official website.

Division		2016	2017	2018 <sup>2)</sup>
Overall Grade <sup>1)</sup>		-	-	Good
improvement item	1. the number of civil complaint	Good	Good	Good
	2. efforts of processing civil complaints	Good	Good	Normal
	3. the number of lawsuit	Normal	Good	Superiority
	4. sustain ability of sales	Good	Good	Good
	5. financial accident	Good	Good	Superiority
non-improvement item	6. consumer protection organization and system	Normal	Good	Good
	7. construction and management of consumer protection system in product development process	Normal	Good	Good
	8. construction and management of consumer protection system in product sales process	Good	Good	Good
	9. construction and management of civil complaint management system	Good	Good	Normal
	10. disclosure of consumer's information, etc.	Normal	Good	Good

Note 1) The Overall Grade is introduced from the 2018 assessment.

2) Reorganization - 3<sup>rd</sup> grade in 2016 → 4<sup>th</sup> grade in 2017 → 5<sup>th</sup> grade in 2018

**<Evaluation item of financial consumer protection's actual condition>**

Division		Evaluation items
Improve ment item	1.The number of civil complaint	- The number of civil complaints and rate of change
	2.Period of handling civil complaints	- Average period of handling civil complaints
	3.The number of lawsuit	- The number of lawsuit and lawsuit by financial corporation in dispute conciliation
	4.Sustainability of sales	- Index of financial health of financial corporations
	5.Financial accident	- The number of consumer related financial accident of financial corporations and amount
Non-im provement item	6.Consumer protection organization and system	- Whether consumer protection organization has independent exclusive organization and proper human resources in order to manage corporation sales related risk effectively and whether it has been operated with actual authority or not  - Whether education for consumer protection is conducted regularly to every staff and executive and whether the result has been archived or not.
	7.Construction and management of consumer protection system in product development process	- Between general consumer protection department and sales department, whether process of pre-agreement is indicated on rules at product development and whether it is operated properly and whether operation status is monitored or not.  - Whether the process that may apply opinions like product related complaints has been established and properly managed and whether management status has been monitored or not.
	8.Construction and management of consumer protection system in product sales process	- Whether sales process is established through preparing sales regulation that sales staffs shall follow in order to prevent occurrence of incomplete sales in consumer protection viewpoint or not and whether its performance state has been monitored or not  - Whether management rules and system about customer information protection and product advertisement are established and properly managed or not and whether management status has been monitored or not
	9.Construction and management of civil complaint management system	- Whether process for fair civil complaints handling is prepared, and whether civil complaints management system is established and properly managed ,and whether management status has been monitored or not.  - Whether civil complaints handling regulation and manual has been prepared or not, and whether complaints from consumer is handled according to internal procedure, and whether system for system reform is established and managed properly, and whether management status has been monitored or not
	10.Disclosure of consumer's information	- Whether necessary information for consumers (number of civil complaints, important factor by product, required information) are properly disclosed or not  - Whether excellent case consumer protection and protection system are properly disclosed or not

## 24. History Of Transactions With Major Shareholders And Executives

### (1) Current Status Of Credit Offering<sup>1)</sup>

1Q in FY20: End Of March 2020  
4Q in FY19: End Of December 2019  
(Unit: Million KRW, %)

Name Of Shareholder(Or Executive) <sup>2)</sup>	Name Of Shareholder(Or Executive) And Affiliate Person <sup>3)</sup>	Credit Offering At The Point Of Appointment (A)	4Q in FY19 Credit Offering(B)	1Q in FY20 Credit Offering(C)	Increase/Decrease (%)	
					Vs. Dat Of Appointment (C-A)	Vs. Previous Period (C-B)
Shareholder	( )	Principal	<u>Not Applicable</u>		( )	( )
		Affiliate Person			( )	( )
		Subtotal			( )	( )
	( )	Principal			( )	( )
		Affiliate Person			( )	( )
		Subtotal			( )	( )
	Total	Principal			( )	( )
		Affiliate Person			( )	( )
		Sum			( )	( )
	Executive	( )			Principal	<u>Not Applicable</u>
Affiliate Person			( )	( )		
Subtotal			( )	( )		
( )		Principal	( )	( )		
		Affiliate Person	( )	( )		
		Subtotal	( )	( )		
Total		Principal	( )	( )		
		Affiliate Person	( )	( )		
		Subtotal	( )	( )		
Total		Principal	( )	( )		
	Affiliate Person	( )	( )			
	Sum	( )	( )			

Note 1) It means credit offering stipulated in Item 6, Article 2 of Mutual Savings Banks Act.

Note 2) For shareholder, only major shareholders as defined in Item 11, Article 2 of Mutual Savings Banks Act are listed here.

For executive, the year, month and date of appointment and position – e.g. president of savings bank, Outside Director- should be written in ( ). For shareholder and executive not related credit offering, 'Not applicable' is written in the column of credit offering.

Note 3) He or she is a affiliate person to shareholder or executive as defined in Item 2, Article 30 of the enforcement ordinance under Mutual Savings Banks Act.

**(2) History Of Other Major Transactions**

**A. Sales Of Real Estate Property<sup>1)</sup>**

1Q in FY20: End Of March, 2020  
(Unit: Million KRW)

Name Of Shareholder (Or Executive) <sup>2)</sup>		Name Of Shareholder (Or Executive) And Affiliate Person <sup>3)</sup>		Transaction Class (Buying/Selling)	Contract Date	Contract Amount	Remarks
Share holder		Principal					<u>Not Applicable</u>
		Affiliate Person					
		Subtotal					
		Principal					
		Affiliate Person					
		Subtotal					
Executive		Principal					<u>Not Applicable</u>
		Affiliate Person					
		Subtotal					
		Principal					
		Affiliate Person					
		Subtotal					
Total		Principal					
		Affiliate Person					
		Sum					

Note 1) It is about (should be written for) the transaction of real estate property done by shareholder (or executive) and their affiliate person **during the current fiscal year (from January 1st, 2020 to March 31th, 2020)**

Note 2) The same footnotes as in Form 'A'

Note 3) The same footnotes as in Form 'A'

**B. Lease/Rent Of Real Estate Property<sup>1)</sup>**

1Q in FY20: End Of March, 2020  
(Unit: Million KRW)

Name Of Shareholder (Or Executive) <sup>2)</sup>	Name Of Shareholder (Or Executive) And Affiliate Person <sup>3)</sup>	Transaction Class (Lease/Rent)	Contract Date	Expiration Date Of Contract	Contract Amount		Remarks	
					Deposit	Annual Lease/Rent Fee		
Shareholder	Principal						<u>Not Applicable</u>	
	Affiliate Person							
	Subtotal							
		Principal						
		Affiliate Person						
		Subtotal						
Executive	Principal						<u>Not Applicable</u>	
	Affiliate Person							
	Subtotal							
		Principal						
		Affiliate Person						
		Subtotal						
Total		Principal						
		Affiliate Person						
		Sum						

Note 1) It is about (should be written for) the lease/rent transaction of Real Estate Property in contract with shareholder

(or executive) and their affiliate person as of the date of reporting this form

Note 2) The same footnotes as in Form 'A'

Note 3) The same footnotes as in Form 'A'

**C. Contract For Goods And Services<sup>1)</sup>**

1Q in FY20: End Of March, 2020  
(Unit: Million KRW)

Name Of Shareholder (Or Executive) <sup>2)</sup>		Name Of Shareholder(Or Executive) And Affiliate Person <sup>3)</sup>		Transaction <sup>4)</sup>	Date of Transaction	Contract (Goods/Services) Amount	Remarks
Shareholder		Principal					<u>Not Applicable</u>
		Affiliate Person					
		Subtotal					
		Principal					
		Affiliate Person					
		Subtotal					
Executive		Principal					<u>Not Applicable</u>
		Affiliate Person					
		Subtotal					
		Principal					
		Affiliate Person					
		Subtotal					
Total	Principal						
	Affiliate Person						
	Sum						

Note) 1) It is about (should be written for) the supplying transaction of goods/services supplied from shareholder (or executive) and their affiliate person during the current fiscal year (from January 1st, 2020 to March 31th, 2020)

Note 2) The same footnotes as in Form 'A'

Note 3) The same footnotes as in Form 'A'

Note 4) It should be expressed like ○○ Goods Supply Contract, ○○ Service Supply Contract and so on.

**D. Stock Trading<sup>1)</sup>**

1Q in FY20 : End Of March, 2020  
 FY19 : End Of December, 2019  
 (Unit: Million KRW, -000-Note)

Name Of Shareholder (Or Executive) <sup>2)</sup>	Name Of Shareholder (Or Executive) And Affiliate Person <sup>3)</sup>	FY19 (Previous)		Buying		Selling		1Q in FY20 (Present)		Remarks
		Balance On B/S	Holding Volume	Trading Amount	Trading Quantity	Trading Amount	Trading Quantity	Balance On B/S	Holding Volume	
Shareholder	Principal	<u>Not Applicable</u>								
	Affiliate Person									
	Subtotal									
	Principal									
	Affiliate Person									
	Subtotal									
Executive	Principal	<u>Not Applicable</u>								
	Affiliate Person									
	Subtotal									
	Principal									
	Affiliate Person									
	Subtotal									
Total	Principal	<u>Not Applicable</u>								
	Affiliate Person									
	Sum									

Note 1) It is about (should be written for) the trading of issued stock/shares that the shareholder (or executive) and their affiliate person have bought or/and sold **during the current fiscal year (from January 1st, 2020 to March 31th, 2020)**

But the trading (buying and selling) for long-term investment is not included.

Note 2) The same footnotes as in Form 'A'

Note 3) The same footnotes as in Form 'A'

## 25. Issued Stocks/Shares Acquired By Major Shareholders

(Unit: Million KRW)

Shareholder Class <sup>1)</sup>	Name Of Major Shareholders	Issuing Company		Holding Status At The End Of Previous Quarter				Acquisition Information					Disposal Information					Holding Status At The End Of Present Quarter						
		Name Of Company	Relation With Major Shareholder	Number Of Stocks/Shares	Share Ratio	Acquisition Cost (A)	Market Value	Date Of Acquisition	Number Of Shares Acquired	Purpose Of Acquisition	Acquisition Method <sup>2)</sup>	Acquisition Cost Per Share	Amount Of Acquisition (B)	Date Of Disposal	Number Of Shares Disposed (C)	Disposal Method <sup>2)</sup>	Disposal Cost Per Share (D)	Acquisition Cost Per Share (E)	Book Value Per Share (F)	Profit Or Loss By Disposal (C*(D-F))	Number Of Stocks/Shares	Share Ratio	Acquisition Cost (A+B-C*E)	Market Value
Largest Shareholder	SBI HOLDINGS	Gloval gateway fund I	Relative	2,289	10	2,289	2,205	2020-03-25	300	Additional Investments	off-board transactions	1	300							2,589	10	2,589	2,281	
		SBIMIRAE CREATION ASEAN-M&A	Relative	1,899	9.6	1,899	2,404						2019-08-28	745	off-board transactions	1	1	1	0	1,659	9.6	1,659	2,308	
		SBIGrowth Strategy M&A	Relative	3,320	4.49	3,30	3,320	2020-01-15	92	Additional Investments	off-board transactions	1	360	2020-03-23	125	off-board transactions	1	1	1	0	3,115	4.50	3,287	3,287
		Subtotal			7,508		7,508	7,929		392				392							7,363		7,535	7,876
Total				7,508		7,508	7,929		392				392							7,363		7,535	7,876	

Note 1) The largest shareholder shareholders and major shareholder of the concerned savings bank are written here.

Note 2) Enter the Transaction of exchange, off-board transactions, etc.

\* Referral legal provisions

Item 2 of Article 12 of Mutual Savings Banks Act, Item 4 of Article 9 of the enforcement ordinance under Mutual Savings Banks Act and Item 3 of Article 23 of Mutual Savings Bank \ Regulatory Provisions.

Note 3) 1Q in FY20 : 2020.03.31., 4Q in FY19 : 2019.12.31.

## **[Financial Statements]**

### **26. Review Report**

#### **(1) Closing Review report By External Auditor**

- Refer to Review Report Additionally Attached

### **27. Financial Statement**

- Refer to Review Report Additionally Attached

### **28. Income Statement**

- Refer to Review Report Additionally Attached

### **29. Consolidated Review Report**

- Not Applicable