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# The Current Status Of SBI Savings Bank As of December 31st, 2020

(January 1st, 2020 ~ December 31st, 2020)

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## [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.

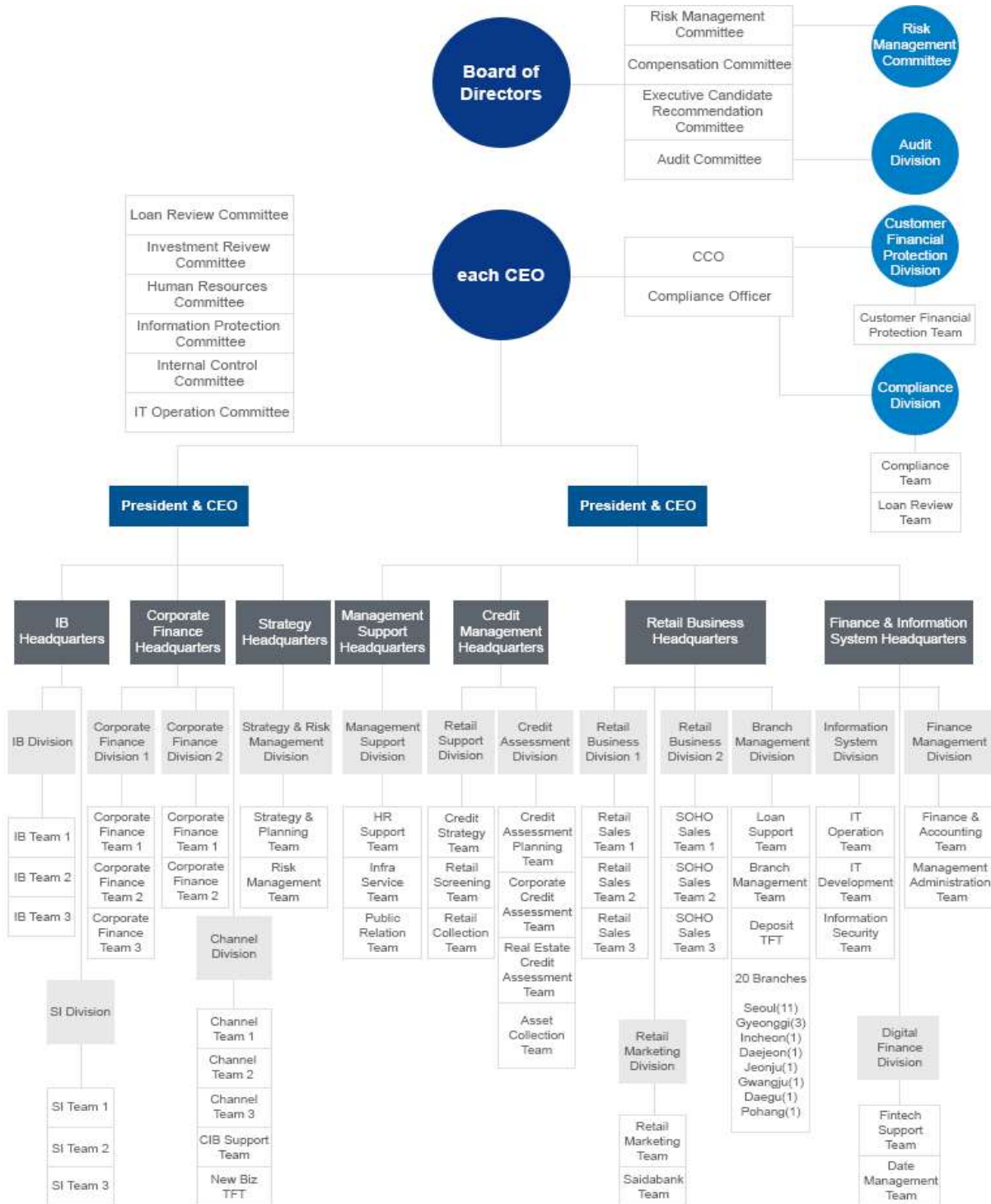
### 3. History

- 1971.10. Company established (Shinsam Mujin Co., Ltd)
- 1972.07. Changed company name (Shinsam Co., Ltd)
- 1972.12. Approved of mutual savings and finance business
- 1972.12. Changed company name (Shinsam Mutual Savings And Finance Co. Ltd)
- 1978.10. Merged Koryo Mutual Savings And Finance Co. Ltd
- 1978.10. Merged Naksang Sangsa Mutual Savings And Finance Co. Ltd
- 1979.10. Changed company name (Shinwah Mutual Savings And Finance Co. Ltd)
- 1979.03. Changed company name (Shinwah Mutual Savings And Finance Co. Ltd)
- 1987.06. Head office moved (55-1, Jongro 2-ga, Jongro-gu, Seoul, South Korea)
- 1987.06. Changed company name (Hyundai Mutual Savings And Finance Co. Ltd)
- 1997.04. Built a new office building and moved (78-6, Cheongdam-dong, Kangnam-gu, Seoul, South Korea)
- 1999.09. Changed company name (Hyundai Credit Safe)
- 2000.04. Merged Kangnam Mutual Savings And Finance Co. Ltd (Hyundai Swiss 2 Savings Bank)
- 2000.07. Bought shares of Swiss Mercer
- 2000.08. Changed company name (Hyundai Swiss Credit Safe Co., Ltd)
- 2002.03. Changed company name (Hyundai Swiss Mutual Savings Bank)
- 2002.05. Bought shares of SBI Korea Financial
- 2006.12. Opened Kangnam Station Branch and Olympic Branch
- 2007.02. Opened Myungdong Station Branch
- 2008.04. Opened Youngsan Station Branch and Mokdong Station Branch
- 2008.11. Merged Jungbu Mutual Savings Bank (SBI 3 Savings Bank)
- 2009.09. Merged Yehanul Mutual Savings Bank (SBI 4 Savings Bank)
- 2010.09. Changed company name (Hyundai Swiss Savings Bank)
- 2013.03. Bought shares of SBI BF and 3 others (under SBI Holdings)
- 2013.09. Changed company name (SBI Savings Bank)
- 2013.11. SBI savings bank merged and acquired SBI 2 savings bank, SBI 3 savings bank, and SBI 4 savings bank
- 2014.11. Opened Incheon Branch and Gwangju Branch (1 head office and 19 branch)
- 2015.03. Head office moved (26, Euljiro 5st , Jongro-gu, Seoul, South Korea)
- 2015.03. Changed name Cheongdam head office to Cheongdam branch (20 branch)
- 2015.08. Moved and changed name Mia branch to Jongno branch
- 2015.11. Moved and changed name Sunae branch to Suwon branch
- 2018.05. Moved and changed name Mapo branch to Yeoido branch

## 4. Organization

### (1) Organizational Chart

\*This Organization was changed on March 1<sup>st</sup> 2021.



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

FY20: End Of December, 2020

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

**5. Number Of Employees**

FY20: End Of December, 2020  
3Q in FY20: End Of September, 2020

Classification		FY20	3Q in FY20
Executive	Executive Director	18	18
	Outside Director	5	5
	Part-time Director (not Outside Director)	1	1
Employees	Manager	282	281
	Staff	293	297
Others		0	0
Total		599	602

## 6. Executives

4Q in FY20: End Of December, 2020

Classification	Name	Position	Key Task and Role
Standing Executive	Lim Jin Gu	CEO	President & CEO
	Jeong Jin Mun	CEO	President & CEO
	Kim Mun Seok	Vice-President	Strategy HQ Head/ Management Support HQ Head
	Jung In Hwa	Chief Audit Executive	Chief Audit Executive
	Taniguchi Kazutsugu	Senior Managing Director	Finance & Information System Division HQ Head
	Yoo Hyun Kuk	Senior Managing Director	Retail Business Division HQ Head
	Kang Dong Uk	Managing Director	Credit Management Division HQ Head
	Kyung Kyu Sang	Managing Director	Corporate Finance Division HQ Head
	Park Eung Jo	Director	IB Division HQ Head / IB Division Head
	An Sang Hee	Director	Retail Business Division 2 Head
	Son Myung Seop**	Director	-
	Lee Eun Hwa	Director	Digital Finance Division Head
	Jang Dong Lok	Director	Audit Division Head
	Oh Byoung Jin	Director	Information System Division Head
	Han Seok Oh	Director	Branch Management Division Head
	Kim Dae Jung	Director	Retail Marketing Division Head
	Kim Ji Ryang	Director	Chief Customer Officer
	Kim Tae Jin	Director	Channel Division Head
	Woo Hui Joon	Director	Retail Business Division 1 Head
	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 list was changed on March 1st 2021

\*\*Resignation on March 16th

## 7. Affiliate Company

FY20 : End Of December, 2020

(Unit: Hundred Million KRW, No. of Share, %)

Type	Name	Field	Address	Executives		Shareholders		Applicable Law
				Position	Name	Name	Share%	
Listed on Tokyo Stock Exchange	SBI Holdings	Asset Management	6-1, Ichome, Rokbonki, Minatodo, Tokyo, Japan	Representative Director	Kitao Yoshitaka and Others	Custody Bank of Japan, Ltd.	7.6%	5, Item 2, Article 30 Of The Enforcement Ordinance Of Mutual Savings Banks Act
						The Master Trust Bank of Japan, Ltd. and Others	86.8%	
						Northern Trust Co	5.6%	

## 8. 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

## 9. Key Shareholders

FY20: End Of December, 2020

Name	Number of Owned Shares	Ownership(%)
SBI BF Co., Ltd	69,988,969	22.41
SBI CF Co., Ltd	69,988,895	22.41
SBI IF Co., Ltd	69,988,895	22.41
SBI AF Co., Ltd	53,322,720	17.07
SBI Savings Bank(Treasury Stock)	46,125,141	14.77
Etc	2,879,824	0.93
Total	<b>312,294,444</b>	<b>100.00</b>

## 10. Dividend

Class	FY20	FY19
Dividend Rate For Common Stock	0	0
Dividends Per Common Share	0	0
Earnings Per Share	970KRW	492KRW
Pay-Out Ratio	0	0

## [Performance]

### 11. Summary

(Accounting Standard : Korean Generally Accepted Accounting Principles)

(Unit: Hundred Million KRW)

Class	FY20	FY19
Business Profit(Profit Before Reserve )(A)	6,471	4,820
Reserved Fund For Allowance(B)	3,584	2,749
Allowance For Bad Debts	3,540	2,702
Allowance For Guarantee Of Payment	0	0
Allowance For Severance Liability	41	43
Allowance For Others	3	3
Corporation Tax(C)	304	189
Net Income(A-B-C)	<b>2,583</b>	<b>1,882</b>

## 12. Financing And Operation

### (1) Interest Rate

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW, %)

Classification		FY20				FY19				
		Average Balance	%	Interest Amount	Interest Rate	Average Balance	%	Interest Amount	Interest Rate	
Financing	Cost	Deposit	87,857	87.3	2,298	2.6	71,332	87.87	2,191	3.1
		Cover Note	0	0.0	0	0.0	0	0.00	0	0.0
		Borrowings	5	0.0	0	0.0	0	0.00	0	0.0
		Debentures	0	0.0	0	0.0	0	0.00	0	0.0
		Others	625	0.6	1	0.1	345	0.43	1	0.2
		Subtotal	88,487	87.9	2,299	2.6	71,677	88.29	2,192	3.1
	Non-Cost	Total Capital	10,298	10.2	0	0.0	7,892	9.72	0	0.0
		Other Allowances	21	0.0	0	0.0	19	0.02	0	0.0
		Others	1,908	1.9	0	0.0	1,594	1.96	0	0.0
		Subtotal	12,227	12.1	0	0.0	9,504	11.71	0	0.0
<b>Financing Total</b>		<b>100,714</b>	<b>100.0</b>	<b>2,299</b>	<b>2.3</b>	<b>81,182</b>	<b>100.00</b>	<b>2,192</b>	<b>2.7</b>	
Operation	Profit	Due from Bank	10,519	10.4	138	1.3	10,831	13.34	206	1.9
		Securities	5,639	5.6	521	9.2	4,374	5.39	211	4.8
		Loans	85,342	84.8	9,677	11.3	66,859	82.36	7,661	11.5
		Call Loans	899	0.9	4	0.5	270	0.33	0	0.0
		Others	2,838	2.8	0	0.0	2,263	2.79	0	0.0
		Allowance For Bad Debts And Others (△)	99,561	98.9	10,340	10.4	80,071	98.63	8,078	10.1
	Non-Profit	Subtotal	19	0.0	0	0.0	18	0.02	0	0.0
		Cash	139	0.1	0	0.0	135	0.17	0	0.0
		Tangible Assets	995	1.0	0	0.0	957	1.18	0	0.0
		Others	1,153	1.1	0	0.0	1,110	1.37	0	0.0
<b>Operation Total</b>		<b>100,714</b>	<b>100.0</b>	<b>10,340</b>	<b>10.3</b>	<b>81,182</b>	<b>100.00</b>	<b>8,078</b>	<b>10.0</b>	



**(2) Maturity Structure**

FY20: End Of December, 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	17,218	21,643	26,411	47,305	62,849	2,398	112,552
Loan(1)	6,012	10,436	15,205	36,098	55,633	2,398	94,129
Financing	30,668	42,090	61,123	98,095	14,457	0	112,552
Deposit Received(2)	30,668	42,090	61,123	98,095	0	0	98,095
Difference(1-2)	△24,656	△31,654	△45,918	△61,997	55,633	2,398	△3,966

**(3) Subordinated Bond Issuance**

FY20: End Of December, 2020  
(Unit: Hundred Million KRW)

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

### 13. Profit Status By Sector

(Accounting Standard : Korean Generally Accepted Accounting Principles)

(Unit: Hundred Million KRW)

Class		End of December, 2020 (A)	End of December, 2019 (B)	Variation (A-B)
Interest	<b>Interest Earnings</b>	<b>9,840</b>	<b>7,888</b>	<b>1,952</b>
	Earned Interest On Deposits	138	206	△68
	Earned Interest On Marketable Securities	21	21	0
	Earned Interest On Loan	9,675	7,660	2,015
	Other Interest Income	6	1	5
	<b>Interest Expense</b>	<b>1,892</b>	<b>1,854</b>	<b>38</b>
	Interest on Deposit Received	1,891	1,853	38
	Interest For Borrowing	0	0	0
	Interest For Corporate Bond	0	0	0
	Other Interest Expense	1	1	0
<b>Subtotal</b>	<b>7,948</b>	<b>6,034</b>	<b>1,914</b>	
Fee	Fee Income	220	146	74
	Fee Expense	1,192	854	338
	<b>Subtotal</b>	<b>△972</b>	<b>△708</b>	<b>△264</b>
Other	Other Income	1,557	1,203	354
	Other Expense	4,085	3,117	968
	<b>Subtotal</b>	<b>△2,528</b>	<b>△1,914</b>	<b>△614</b>
<b>Sum of Profit by Sector</b>		<b>4,448</b>	<b>3,412</b>	<b>1,036</b>
Selling And Administrative Expenses(△)		1,562	1,341	221
Corporate Tax(△)		303	189	114
<b>Net Income</b>		<b>2,583</b>	<b>1,882</b>	<b>701</b>

### 14. Index Of Capital Adequacy

#### A. Capital Adequacy

FY20: End Of December, 2020  
FY19: End Of December, 2019  
(Unit: Hundred Million KRW, %)

Classification	FY20	FY19
BIS Capital Ratio ※ Required By The Law Is More Than (8%)	13.46	13.44
BIS Basic Capital Ratio (Tier1)	12.18	12.15
Tangible Common Equity Ratio	10.30	10.08

◆ 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

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW, %)

Classification	FY20	FY19
Ordinary Capital Sum (A)	<b>11,233</b>	<b>8,665</b>
Capital Stock	15,615	15,615
Capital Surplus	122	122
Retained Earnings	492	△2,091
Shares Owned By External Shareholders Of Affiliated Company	0	0
Deductions	△4,996	△4,981
Supplementary Capital Sum (B)	<b>1,180</b>	<b>915</b>
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	1	0
Allowance For Bad Debts	1,179	914
Long-Term Borrowing(C) For Management Normalization	0	0
Deduction Sum (D)	0	0
Equity Capital Sum (A+B+C-D)	<b>12,413</b>	<b>9,580</b>
Risk-Weighted Asset	<b>92,206</b>	<b>71,304</b>

## 15. Index Of Asset Quality

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW, %)

Classification	FY20	FY19
Loss Risk-Weighted Loan Ratio	12.21	15.99
Net Substandard or Lower Loan Ratio	0.86	1.22
Substandard or Lower Loan Ratio	2.55	3.44
Ratio Of Overdue Loan	1.58	2.57

## 16. Index Of Profitability

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW, %)

Class	FY20	FY19
Return On Assets	2.56	2.32
Expense On Assets	1.55	1.65
Ratio Of Gross Profit To Gross Costs	75.15	77.58

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

## 17. Index Of Liquidity

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW, %)

Classification	FY20	FY19
Liquidity Coverage Ratio	135.25	118.49
Loan-Deposit Ratio	96.43	97.18

◆ 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.

## 18. Index Of Productivity

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW, %)

Classification		FY20	FY19
Per Employee	Profit Before Allowance	11	9
	Deposits	151	139
	Loans	147	130
Per Branch Bank	Deposits	4,393	3,567
	Loans	4,267	3,343

## 19. Other Indexes

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW, %)

Class	FY20	FY19
Ratio Of Allowance For Severance Liability	100.0	100.0

## [Financial Results]

### 20. Balance sheet

(Accounting Standard : Korean Generally Accepted Accounting Principles)

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW, %)

Class		FY20		FY19	
		Amount	%	Amount	%
Asset	Cash And Due from Banks	13,066	11.61	9,477	10.91
	Securities	6,594	5.86	4,684	5.39
	Loans	90,975	80.83	71,225	81.98
	Tangible Asset	147	0.13	147	0.17
	Other Assets	1,770	1.57	1,343	1.55
<b>Asset Total</b>		<b>112,552</b>	<b>100.00</b>	<b>86,876</b>	<b>100.00</b>
Liability	Deposits	98,095	87.16	75,873	87.33
	Borrowings	0	0.00	0	0.00
	Other Liabilities	2,860	2.54	2,248	2.59
	<b>Liability Total</b>	<b>100,955</b>	<b>89.70</b>	<b>78,121</b>	<b>89.92</b>
Liability Total	Capital Stock	15,615	13.87	15,615	17.97
	Capital Surplus	122	0.11	122	0.14
	Capital Adjustment	△4,938	△4.39	△4,938	△5.68
	Accumulated Other Comprehensive Income	306	0.27	47	0.05
	Retained Earnings	492	0.44	△2,091	△2.41
<b>Stockholder's Equity Total</b>		<b>11,597</b>	<b>10.30</b>	<b>8,755</b>	<b>10.08</b>
<b>Liability And Stockholder's Equity Total</b>		<b>112,552</b>	<b>100.00</b>	<b>86,876</b>	<b>100.00</b>

## 21. Operation with Loan

### (1) Loan

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW, %)

Classification	FY20		FY19	
		%		%
Loan For Company	43,058	45.74	35,681	48.39
Loan For Personal	51,059	54.25	38,033	51.58
Other Loans	12	0.01	17	0.02
<b>Total</b>	<b>94,129</b>	<b>100.00</b>	<b>73,731</b>	<b>100.00</b>

### (2) Secured Loan By Collateral

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW, %)

Classification		FY20		FY19	
			%		%
<b>Collateral</b>	Real Estate Property	22,651	24.07	16,935	22.97
	Movable Assets	954	1.01	1,706	2.31
	Securities	3,260	3.46	2,301	3.12
	Deposit Received	65	0.07	171	0.23
	Others	2,540	2.70	2,233	3.03
	<b>Total</b>	<b>29,470</b>	<b>31.31</b>	<b>23,346</b>	<b>31.66</b>
Guarantee		5,690	6.04	6,003	8.14
Credit		58,969	62.65	44,382	60.19
<b>Total</b>		<b>94,129</b>	<b>100.00</b>	<b>73,731</b>	<b>100.00</b>

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

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW, %)

Classification		FY20	FY19
<b>S&amp;M Company Loan</b>	<b>Ratio (A/B X 100)</b>	<b>43.36</b>	<b>43.96</b>
	S&M Loan (A)	40,814	32,413
	Total (B)	94,129	73,731

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

FY20: End Of December, 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)	18,826	1,494	1,103	282	109	0	0	1,494	109	7.27
Construction Business (②)	28,239	3,516	3,014	321	156	18	7	3,516	132	3.74
Real Estate Business(③)	28,239	4,507	3,959	474	68	4	2	4,507	52	1.15
<b>Total(①+②+③)</b>	<b>75,304</b>	<b>9,517</b>	<b>8,076</b>	<b>1,077</b>	<b>333</b>	<b>22</b>	<b>9</b>	<b>9,517</b>	<b>293</b>	<b>3.07</b>

#### (5) Micro Personal Credit Loan

(Unit: Hundred Million KRW,%,%p)

Classification	End Of December, 2020	End Of September, 2020	End Of June, 2020	End Of March, 2020
<b>Total Loan</b>	<b>94,129</b>	<b>90,883</b>	<b>86,581</b>	<b>77,727</b>
Micro Personal Credit Loan	1,495	1,467	1,372	1,275
Proportion	1.59	1.61	1.58	1.64
Micro Personal Credit Loan Overdue Amount	28	37	27	30
Proportion	1.90	2.50	1.98	2.34

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.

## 22. Investment In Marketable Securities And Operation

(Accounting Standard : Korean Generally Accepted Accounting Principles)

FY20: End Of December, 2020  
(Unit: Hundred Million KRW)

Class	Acquisition Cost	Term-End Book Value	Balance Of Gain Or Loss From Appreciation(B/S)	Operating Profit And Loss(I/S)
Held-For-Trading	912	1,166	0	254
Asset Available For Sale	5,735	5,429	306	146
Held-For-Maturity	0	0	0	0
Investments In Stocks Accounted For Under The Equity Method	0	0	0	0
<b>Total</b>	<b>6,647</b>	<b>6,595</b>	<b>306</b>	<b>400</b>

## 23. Deposits

### (1) Deposits By Type

FY20: End Of December, 2020  
FY19: End Of December, 2019  
(Unit: Hundred Million KRW, %)

Classification	FY20				FY19			
	Balance		Average Balance		Balance		Average Balance	
		%		%		%		%
Demand Deposits	20,536	20.94	17,440	19.85	6,774	8.93	2,548	3.57
Time Deposits	75,723	77.19	68,793	78.30	67,749	89.29	67,553	94.70
Installment Deposit	1,836	1.87	1,624	1.85	1,350	1.78	1,231	1.73
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
<b>Total</b>	<b>98,095</b>	<b>100.00</b>	<b>87,857</b>	<b>100.00</b>	<b>75,873</b>	<b>100.00</b>	<b>71,332</b>	<b>100.00</b>

### (2) Deposits By Customer Type

FY20: End Of December, 2020  
FY19: End Of December, 2019  
(Unit: Hundred Million KRW, %)

Classification	FY20		FY19	
	Balance	%	Balance	%
Individual	79,079	80.61	64,447	84.94
Corporate And Group	3,715	3.79	4,196	5.53
Others	15,300	15.60	7,230	9.53
<b>Total</b>	<b>98,095</b>	<b>100.00</b>	<b>75,873</b>	<b>100.00</b>

Note 1) Based on balance



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

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

4Q in FY20 (3 Months): from October 1st, to December 31th, 2020  
 FY20 (Accumulated): from January 1st, to December 31th, 2020  
 4Q in FY19 (3 Months): from October 1st, to December 31th, 2019  
 FY19 (Accumulated) from January 1st, to December 31st, 2019  
 (Unit: Hundred Million KRW)

Classification	FY20		FY19	
	4Q in FY20 (Present Quarter)	FY20 (Cumulation)	4Q in FY19 (Present Quarter)	FY19 (Cumulation)
<b>Amounts Of Write-Off During Term</b>	<b>60</b>	<b>194</b>	<b>31</b>	<b>269</b>
General	60	194	31	269
Special	0	0	0	0

### (2) Classification Of Allowance For Bad Debts

(Accounting Standard : Korean Generally Accepted Accounting Principles)

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW)

Classification	FY20	FY19
<b>Allowance For Bad Debts</b>	<b>3,288</b>	<b>2,389</b>
General	3,288	2,389
Special	0	0

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

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

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW)

Classification	FY20	FY19
<b>Total Loan</b>	<b>94,129</b>	<b>73,731</b>
NPL (Non-Performing Loan or Insolvent Loan) <sup>1)</sup>	1,559	1,600
Sub-Standard Or Lower Loan <sup>2)</sup>	2,398	2,533
Net sub-Standard Or Lower Loan <sup>3)</sup>	785	866

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

FY20 : End Of December, 2020  
 3Q in FY20 : End Of September, 2020  
 (Unit: Hundred Million KRW)

Company <sup>1)</sup>	FY20	3Q in FY20	Increased Amount	Reason For Increase	Remarks
****hospital	21	0	21	Regeneration application	

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

FY20 : End Of December, 2020  
 (Unit: Hundred Million KRW)

Company	Date of Decision For Debt Reconciliation	FY20 Total Loan Balance	NPL Or Insolvent Balance	Progress Of Debt Reconciliation	Remarks
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Not Applicable

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

## 26. Off-The-Book Trading

FY20: End Of December, 2020  
 FY19: End Of December, 2019  
 (Unit: Hundred Million KRW)

Classification	FY20	FY19
Guarantee Of Payment	0	0
Bad Loan Write-Off	4,346	6,927
Endorsed Note	0	0
Sales Of Repurchase Paper	0	0
Transaction Of Financial Derivatives	0	0

## 27. Non-Operating Assets

FY20: End Of December, 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	<u>Not Applicable</u>		
Building			
Movable Assets			
Total			

### 27-1. Status Of Cross-Business

FY20: End Of December, 2020  
FY19: End Of December, 2019  
(Unit: Hundred Million KRW, No. of Transaction, No. of Buying)

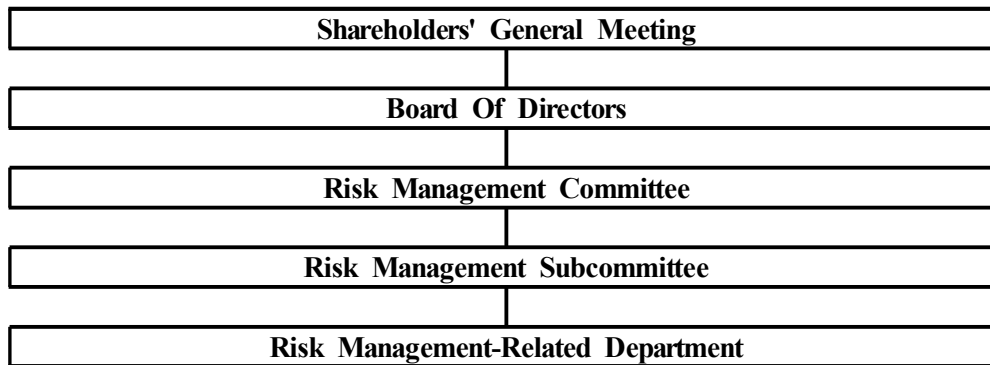
Classification	FY20		FY19	
	Performance	Number Of Transaction (Buying)	Performance	Number Of Transaction (Buying)
<b>Installment Financing</b>	0	0	0	0
<b>Debit Card</b>	511	71,651	98	27,745

## [Risk Management]

### 28. 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 / Strategy Risk Management HQ Head /  
Credit Assessment Director / 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: Risk Management Team / Credit Assessment Division(Corporate Credit Assessment Team/Real Estate Credit Assessment Team) / Retail Screening Team / Credit Strategy Team / Sales Team(Corporate Financing / Retail / IB)
  - Market Risk: Risk Management Team / IB Team / Management Administration Team (financial sector) / Sales Team
  - Interest Risk: Risk Management Team / Management Administration Team (financial sector)
  - Liquidity Risk: Risk Management Team / Management Administration Team (financial sector) / Sales Department
  - Operational Risk: Risk Management Team / Management Administration Team (financial sector) / 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 team heads for accompanying actions
- ② Risk management-related team heads can set and operate proper limit by financial commodity and dealer within the limit set in foregoing ①.
- ③ Risk management-related team 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 team 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	38,923	10,431	26,369	0	75,723

○ 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>1,2)</sup>	15,845	10,642	10,791	10,855	23,809	22,187	94,129

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>	10	0	0	0	0	0	10
Corporate Bond	262	0	85	100	50	150	647
Others	1,887	917	377	294	698	899	5,072
<b>Total</b>	<b>2,159</b>	<b>917</b>	<b>462</b>	<b>394</b>	<b>748</b>	<b>1,049</b>	<b>5,729</b>

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 Committee in establishing and changing policy
- 3) Approval by representative director of changing or establishing policy of Risk Management Committee

## [Current Status Of Other Management]

### 29. Management Performance Of Affiliated Company

FY19: End Of December, 2019  
(Unit: Hundred Million KRW)

Affiliated Company	Financial Situation		Profit-Loss Situation		Settling Day
	Total Asset	Equity Capital (Capital Stock)	Operating Profit	Net Income	

Not Applicable

### 30. Loan/Borrowing Interest And Determination of Interest Rate

#### (1) Loan Interest

FY20: End Of December, 2020

Class		By Credit Rate <sup>1)</sup>			Remarks	
		Top Class	Most Next Creditor Class	Bottom Class		
Personal Loan	Credit Loan (Unsecured, a year)	Class	1	6	10	
		Applied Interest	3.6~22.3	5.5~23.9	23.9~23.9	
	Secured Loan Against Apartment	Class	1	6	7	
		Applied Interest	4.7~5.41	4.79~9.3	4.78~8.18	
	Secured Loan Against Deposit (Time Deposit: a year)	Class	1	1	8	Loan within Deposit
		Applied Interest	2.4~4.7	2.4~4.7	3.6	
Corporate Loan <sup>2)</sup>	General Corporate Loan (a year)	Class	1	5	10	
		Applied Interest	6~7.04	5.19~12	3~8.77	

Note 1) For normal classes

Note 2) Based on unsecured loan



## (2) Deposit Interest

FY20: End Of December, 2020

Class	Period	Minimum Interest <sup>1)</sup>	Maximum Interest <sup>2)</sup>	Remarks
Ordinary Deposit	-	0.2	2.1	
Savings Deposit	-	-	-	
Periodical Installment Savings	6-Month Or Shorter	1.3	1.5	
	A Year	2.2	3.8	
	2 years	2.3	2.7	
	3 Years	2.3	2.7	
Time Deposit	3-Month Or Shorter	1.4	1.5	
	6-Month Or Shorter	1.5	1.6	
	A Year	1.9	2.1	
	2 years	1.9	2.0	
	3 Years	1.9	2.0	
Workers-Preferred Savings	3 Years	-	-	
	5 Years	-	-	
Long-Term Savings For Purchasing A House	7 Years	-	-	

Note 1) For normal classes

Note 2) Based on unsecured loan

## (3) Determination System Of Interest Rate

(A) Deposit Interest: The concerned company's Risk Management Committee determines the interest rate on deposit products after considering the maturity amount of our deposit products, BOK's benchmark rate, and the average interest rate of savings banks and commercial banks.

- Ordinary Deposit: It is related to check card since it is a demand deposit product. We determine maximum interest of ordinary deposit after considering the provisions regarding check card by Korea Federation of Savings Banks.

- Periodical Installment Savings: Since the concerned company deals with a variety of deposit products with preferred interest, we consider the interests of main products by period in determining interest rate for periodical installment savings products.

(B) Loan Interest: For general loan, our Loan Evaluation Committee consider the current status of each case in evaluating and approving loan offering.

- Personal Credit Loan : Credit cost + Working cost + Procurement cost + Capital cost + Goal profit + adjusted interest rate

(Working cost : Direct cost[Handling expense (Recruiting, Dispatched worker, Credit information, Advertisement)], Other Indirect cost)

- Used Car Loan(Auto Loan): Interest = Working cost + Default rate by class (based on our standard) + Margin (Working cost: Procurement expense, Recruiting expense, Operating expense)

- Loan Against Apartment Owned by Business Person:

Base rate (New base Cofix Interest ) + Matrix-based additional rate ± Interest option

- SBI(On-line) Mortgage Loan:

Base rate (New base Cofix Interest ) + Matrix-based additional rate ± Interest option

- Sunshine loan:

Standard CSS Interest + Discounted interest rate for each customer

(Standard CSS Interest: Weighted average fixed deposit interest of the Whole Savings Bank (month before last) + Spread interest)

### 31. History Of Transaction With Other Financial Institutions

(Unit: Hundred Million KRW)

Class	Financing		Operation	
	Type	Amount	Type	Amount
Domestic Bank	Ordinary Money Deposited (Balance)	30	Ordinary Money Deposited (Balance)	40
	Fixed Deposit	1,000	Other Money Deposited (Balance)	4,056
	Retirement Pension Deposit	2,505	-	0
Others Financial Institution	Ordinary Money Deposited (Balance)	0	Other Money Deposited (Balance)	0
	Fixed Deposit	1,819	-	0
	Retirement Pension Deposit	872	-	0
Subtotal		6,226		4,096
National Federation	-	0	Money Deposited (Balance) In KFSB <sup>1)</sup>	4,600
	-	0	Money Deposited (Balance) For Reserves	4,350
Total		<b>6,226</b>		<b>13,046</b>

Note \*) Clear statement additionally about trade financial institution(refer to FY20 audit report note 4-1, 14-3)

### 32. Compliance Officer System

#### (1) Definition Of Compliance Officer

He or she is a specialist, usually employed by a financial group to ensure that no conflict of interest arises and that all obligations and regulations are complied with and report the results to Audit Committee.

#### (2) Concept Of Compliance Officer

- Compliance officer exists to have the employees and executive be aware of laws, regulations, rules, ethics and responsibilities that have to abided by in handling banking works in order to operate assets on sound base and protect depositors.
- Compliance officer exists to minimize legal risks and manage and operate assets legitimately by applying precautionous law-complying programs (introduction, education of laws and provisons to keep and monitoring compliance) that aim for internal control and to accomplish business goals.

#### (3) Roles

- (A) To conceive, plan and draw up internal control policy

- (B) To monitor the implementation of internal control system and improve and correct it
- (C) To support and consult with the board of directors, the management and related departments
- (D) To early supervise the compliance to daily regulations
- (E) To implement and manage regular education of internal control law compliance for executives and staff members
- (F) To establish the code of ethics of executives and staff members and plan specific implementations
- (G) To check handling civil affairs in terms of consumer protection and the adequacy of public posting of management performance
- (H) To cooperate with supervisory authorities and Audit Committee
- (I) To record and maintain the results of compliance on regular base; plan the annual activities of compliance officer; prepare result reports; and report them to the management or Audit Committee

#### **(4) Implementation**

Compliance officer is currently working for the concerned company on regular base by establishing the code of ethics; educating the executives and staff members; closely cooperating with the supervisory authorities and the auditing department; maintaining the results of compliance; setting internal control system; performing monitoring and auditing; checking daily works, protecting customers; supporting and consulting internal control system.

### **33. 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 appoints 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	Chief Audit Executive	Whole team	Everyday
spot audit	audit department	Branches for savings	as occasion calls
regular audit	audit department	Whole team	once a year
special audit	audit department	Whole team	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	-selection of subject for loan evaluation, based on delegation and decision criteria -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. -Decision made by two-thirds or more of incumbent members' agreement	Spot operation as subject of examination arises
Inspection department	4 people among Loan review team	-propriety of asset soundness classification and accumulation of allowance for bad debt expense -propriety of loan evaluation and authorization -compliance of loan contract -compliance of regulations relating to loan and the bylaws -propriety of post management of loan -accuracy and timeliness of loan officers' recognition of problematic loan -other necessary things to secure soundness of loan	- New inspection : Within 10 business days after loan review committee making decision  -Regularly inspection : More than once a year(More than 5 hundred million won for same person)

**34. Institutional Warning And Rebuke On Executives**

Title	Title Date Of Announcement	Remarks
Not Applicable		

### 34-1. 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 : 4Q in FY2020 (2020.10.01~2020.12.31)

- Previous quarter: 3Q in FY2020 (2020.07.01~2020.09.30)

#### A. The number of civil complaints

Division	the number of civil complaints			The number of conversions <sup>3)</sup> (per 10K customers)			note
	FY20 3Q (previous quarter)	FY20 4Q (current quarter)	rate of change (%)	FY20 3Q (previous quarter)	FY20 4Q (current quarter)	rate of change (%)	
Inside civil complaint <sup>1)</sup>	1	-	↓ 100.0%	0.01	-	↓ 100.0%	
Outside civil complaint <sup>2)</sup>	5	5	-	0.04	0.04	-	
Total	6	5	↓ 16.7%	0.05	0.05	↓ 20.0%	

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
	FY20 3Q (previous quarter)	FY20 4Q (current quarter)	rate of change (%)	FY20 3Q (previous quarter)	FY20 4Q (current quarter)	rate of change (%)	
type	deposit	1	-	↓ 100.0%	0.01	-	↓ 100.0%
	loan	1	1	-	0.01	0.01	-
	loan collection	2	2	-	0.02	0.02	-
	others	2	2	-	0.02	0.02	-
total	6	5	↓ 16.7%	0.05	0.04	↓ 20.0%	

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

Division	the number of civil complaints			The number of conversions (per 10K customers)			note
	FY20 3Q (previous quarter)	FY20 4Q (current quarter)	rate of change (%)	FY20 3Q (previous quarter)	FY20 4Q (current quarter)	rate of change (%)	
type	deposit	1	-	↓ 100.0%	0.01	-	↓ 100.0%
	mortgage loan	-	-	-	-	-	-
	credit loan	3	3	-	0.02	0.02	-
	bancassurance	-	-	-	-	-	-
	others	2	2	-	0.02	0.02	-
	<b>total</b>	<b>6</b>	<b>5</b>	<b>↓ 16.7%</b>	<b>0.05</b>	<b>0.05</b>	<b>↓ 20.0%</b>

### 34-2. 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		2017	2018	2019 <sup>2)</sup>
<b>Overall Grade<sup>1)</sup></b>		-	Good	Good
improvement item	1. the number of civil complaint	Good	Good	Good
	2. efforts of processing civil complaints	Good	Normal	Good
	3. the number of lawsuit	Good	Superiority	Good
	4. sustain ability of sales	Good	Good	Superiority
	5. financial accident	Good	Superiority	Superiority
non-improv ement item	6. consumer protection organization and system	Good	Good	Normal
	7. construction and management of consumer protection system in product development process	Good	Good	Normal
	8. construction and management of consumer protection system in product sales process	Good	Good	Normal
	9. construction and management of civil complaint management system	Good	Normal	Good
	10. disclosure of consumer's information, etc.	Good	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 int 2018

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

Division		Evaluation items
Improvement item	1. The number of civil complaint	- The number of civil complaints and rate of change (except overlapping, repeating, malicious complaints)
	2. Efforts of processing civil complaints	- The average processing period of civil complaints submitted Financial Supervisory Service - Adjusted complaints ratio, that financial corporation was commissioned to self-adjustment
	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-improvement item	6. consumer protection governance organization	- Operate CCO and customer financial protection division, And guarantee fair performance systematically - Active operation of customer financial protection council (CEO engagement, etc.) - Appropriateness and performance level of Customer protection task plan appropriateness - Importance of financial protection division worker's workforce composition, evaluation and compensation - Other department's performance evaluation about customer protection efforts,
	7. Construction and management of consumer protection system in product development process	- pre-consultation is institutionalized and financial protection division conducted appropriate follow-up action about missing consultation or improvements - in the process of product development institutionalized customer opinion reflect step - civil complaints cause analysis and satisfaction survey about new product is institutionalized and result reflection when new product developing
	8. Construction and management of consumer protection system in product sales process	- sale process inspection procedure, education and performance evaluation, etc follow-up action is operating organically linked systematically - involvement CCO and customer protection division about sale department's evaluation and compensation system - build customer information protection
	9. participating customer protect policy and operating civil complaints system	- Participating and carrying out Financial authorities's customer protection policy - Customer protection research and effort activation through customer protection policy improvement - Reinforce customer protection for disabled - Efficient complaint system operate - Prevention and analysis about cause of civil complaints
	10. Disclosure of consumer's information, etc	- Homepage customer information and ARS's convenience - Whether Type and content of Homepage customer information is abundant or not. And whether systematically manage through

	periodic update or not - Whether various financial education program is provided for customer and employee or not
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### 35. Occasional Announcement

Title	Date Of Announcement	Remarks
Holding State of Major Shareholder	2020-01-09	
Acquisition of Major Shareholder	2020-01-22	
Appointment of Executives	2020-02-11	
Appointment and dismissal of Compliance Officer	2020-02-11	
Appointment and dismissal of Risk management Officer	2020-02-11	
Recommendation for CEO candidates	2020-03-13	
Result of FY19 Annual meeting of shareholders	2020-03-23	
The reason of election a non-outside director as chairperson of the board of directors	2020-03-23	
Appointment of Executives	2020-03-24	
Change in net income more than 30% compare to previous year	2020-03-31	
Acquisition of Major Shareholder	2020-04-03	
Holding State of Major Shareholder	2020-04-03	
Appointment and dismissal of Executives	2020-05-26	
Holding State of Major Shareholder	2020-07-03	
Appointment of Executives	2020-07-06	
Result of FY20 Extraordinary meeting of shareholders	2020-07-07	
Acquisition of Major Shareholder	2020-08-28	
Relevant detail of administrative penalty	2020-10-08	
Holding State of Major Shareholder	2020-10-12	
Revision of internal rules on governance structure	2020-11-20	
Acquisition of Major Shareholder	2020-12-02	

### 36. Balance Of Loan To Employees

(Unit: Hundred Million KRW)

Class	End of December, 2020	End of December, 2019
Balance of Loan to Employees	<b>Not Applicable</b>	



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

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

FY20 : End Of December, 2020  
 3Q in FY20 : End Of September, 2020  
 (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)	3Q in FY19 Credit Offering(B)	FY19 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>**

FY20 : End Of December, 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				<b><u>Not Applicable</u></b>
	Affiliate Person				
	Subtotal				
	Principal				
	Affiliate Person				
	Subtotal				
Executive	Principal				<b><u>Not Applicable</u></b>
	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 Jan 1st, 2020 to Dec 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>**

FY20: End Of December, 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							<b><u>Not Applicable</u></b>
	Affiliate Person							
	Subtotal							
	Principal							
	Affiliate Person							
	Subtotal							
Executive	Principal							<b><u>Not Applicable</u></b>
	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>**

FY20: End of December, 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				<b><u>Not Applicable</u></b>	
		Affiliate Person					
		Subtotal					
		Principal					
		Affiliate Person					
		Subtotal					
Executive		Principal				<b><u>Not Applicable</u></b>	
		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 Jan 1st, 2020 to Dec. 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>

FY20: End Of December, 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 (Precious)		Buying		Selling		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									<b><u>Not Applicable</u></b>
	Affiliate Person									
	Subtotal									
	Principal									
	Affiliate Person									
	Subtotal									
Executive	Principal									<b><u>Not Applicable</u></b>
	Affiliate Person									
	Subtotal									
	Principal									
	Affiliate Person									
	Subtotal									
Total	Principal									
	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 Jan 1st, 2020 to Dec 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'

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

(Unit: Million KRW)

Shareholder Class1)	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 2)	Acquisition Cost Per Share	Amount Of Acquisition (B)	Date Of Disposal	Number Of Shares Disposed (C)	Disposal Method 2)	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	2,589	10.00	2,589	2,287														2,589	10.00	2,589	2,395	
		SBIMIR AE CREATION ASEAN-M&A	Relative	1,659	9.60	1,659	2,227															1,659	9.60	1,659	2,058
		SBI Growth Strategy M&A	Relative	2,948	4.50	2,948	3,120	2020-11-25	432		off-board transactions	1	432	2020-12-23	576	off-board transactions	1	1	1			2,804	4.50	2,804	2,804
		Subtotal			7,196	24.10	7,196	7,634		432		1	432		576		1	1	1			7,052	24.10	7,052	7,257
Total				7,196		7,196	7,634		432		1	432		576		1	1	1			7,052		7,052	7,257	

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

Note 2) Pit-transactions and over-the-counter transactions are written separately.

\* 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) Present Quarter : 4Q in FY20, Previous Quarter : 3Q in FY20

### 39. Granted Stock (Put) Option

#### A. Current Status Of Stock (Put) Option And Exercise

Grantee	Relation	Date Of Grant	Granting Method	Type Of Share	Changed Volume Of Shares			Volume Of Share Not Exercised	Exercise Period	Exercise Price	Closing Price
					Granted	Exercised	Cancelled				
<b>Not Applicable</b>											

**B. Granting Condition Of Stock Option (Not Applicable)**

- (1) Exercise Price
- (2) Exercised Volume
- (3) Others

**C. Grant, Exercise And Cancellation Of Annual Stock Option**

**(1) Grant**

**(A) Special Decision By General Meeting Of Stockholders**

Granting Date	Position	Name	Type Of Share	Number Of Shares Precisiously Granted	Number Of Shares Currently Granted	Exercise Period	Exercise Price	Exercise Terms	Present Value As Of Granting	Total Number Of Shares Issued	Granting Limit Set By General Meeting Of Stockholders
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Not Applicable

**(B) Resolution Of The Board Of Directors**

Granting Date	Position	Name	Type Of Share	Number Of Shares Precisiously Granted	Number Of Shares Currently Granted	Exercise Period	Exercise Price	Exercise Terms	Present Value As Of Granting	Total Number Of Shares Issued	Granting Limit Set By The Resolution Of Board Of Directors
---------------	----------	------	---------------	---------------------------------------	------------------------------------	-----------------	----------------	----------------	------------------------------	-------------------------------	--

Not Applicable

**(2) Exercise**

Exercise Date	Position	Name	Type Of Share	Number Of Shares Granted	Number Of Shares Exercised	Number Of Shares Remained	Exercise Price At The Point Of Granting	Final Exercise Price	Stock Index (Price) At The Point Of Exercise	Profit By Exercise
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Not Applicable

**(3) Cancellation**

Cancellation Date	Position	Name	Type Of Share	Number Of Shares Granted	Number Of Shares Cancelled	Number Of Shares Remained	Reason For Cancellation
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Not Applicable

**40. Cautions For Users Of Loan Products**

- (1) Transaction with mutual savings bank shall be based on real-name financial transaction system.
- (2) For loan application, the concerned mutual savings bank performs a certain type of evaluation procedure before determining loan offering.
- (3) Loan applicant should make a reasonable plan to reimburse loan after considering debtors's income and others in order to smooth repayment.
- (4) In case of loan against collateral(s), additional collateral(s) may be requested depending on the decrease of the value of the concerned collateral.

## 41. Commission

Disclosed on homepage by each products

## 42. Explanation Of Key Terminologies

### (1) Ratio Of Equity Capital To Risk-Weighted Asset (BIS Ratio)

BIS capital adequacy ratio is the indicator of the financial soundness of a mutual savings bank and calculated (as follows) according to Attachment 1 in the detailed regulations of enforcement of Mutual Savings Bank Regulatory Provisions. The guidance ratio is 8%.

$$\circ \text{Equity Capital Ratio} = \text{Equity capital} / \text{Risk-Weighted Asset} \times 100$$

### (2) Business Profit

Business Profit is an indicator for the operating profitability of a mutual savings bank.

It is gross earnings minus overhead expenses (except valuation allowance and corporation tax).

It can be calculated in two ways.

$$\circ \text{Business Profit} = \{ \text{Gross earnings} - \text{Overhead expenses (except corporation tax, reserves for bad debts, severance liability and guarantee of payment)} - \text{Reversal of allowances} \}$$

$$\circ \text{Business Profit} = \text{Net income} + \text{Corporation tax} + \text{Reserves for bad debts, Severance liability and Guarantee of payment} - \text{Reversal of allowances}$$

### (3) Ratio Of Asset Liquidity

This ratio indicates the ability of a mutual savings bank to pay and is calculated according to Attachment 7 (metric measurement) in the detailed regulations of enforcement of Mutual Savings Bank Regulatory Provisions.

$$\circ \text{Ratio of Asset Liquidity} = \text{Liquid assets} / \text{Liquid liabilities} \times 100 \text{ (based on average balance average balance)}$$

$$* \text{Liquidity Ratio} = (\text{Liquid assets} / \text{Liquid liabilities}) \times 100$$

\* Liquid Assets: The sum of marketable (e.g. listed and/or registered on the association and after evaluated for market value) securities (with 3-month or shorter maturity) with remaining maturity less than 3 months among normal loans.

But assets classed as precautionary asset or lower class are not included.

$$* \text{Liquid Liabilities} = \text{Deposit Received} + \text{Deposit Received For Cover Bill} +$$

$$\text{Borrowings (except long-term borrowings for management normalization)} + \text{Call Money}$$

### (4) Fixed Asset Ratio

It shows the ratio of the acquisition cost and equity capital of land and buildings that a mutual savings bank possesses for business. It is calculated according to Attachment 7 (metric measurement) in the detailed regulations of enforcement of Mutual Savings Bank Regulatory Provisions.

$$\circ \text{Fixed Asset Ratio} = \text{Fixed assets} / \text{Equity capital} \times 100$$

\* Fixed Assets: The sum (of land, buildings, assets under construction and deposit for lease for business purpose) minus reserves for depreciation (of lease deposit and buildings for business purpose)

\* Equity Capital: Total capital recorded on balance sheet



### **(5) Difference Of Interest Rate On Deposit And Loan**

Difference of Interest Rate on Deposit and Loan is earning rate of loan minus loss rate of deposit received and indicates the soundness of loan offered and the ability to secure financial sources at low cost (or ability of profit generation) of a mutual savings bank.

◦ Interest Rate Difference = Average loan interest rate – Average deposit interest rate

\* Average loan interest rate =  $\text{Loan interest} / \text{Average loan balance} \times 100$

\* Average deposit interest rate =  $(\text{Deposit interest} + \text{Interest on deposit received for cover bill}) / (\text{Average deposit balance} + \text{Average deposit balance received for cover bill}) \times 100$

### **(6) NPL Or Insolvent Loan**

It is the sum of doubtful loan and probable 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.

◦ Total Loan: Loan + Provisional payments (that can belong to loan)

\* Doubtful loan: It is the loan estimated to lose but not confirmable of total loan to fixed clients.

\* Probable loss: It is loan sure to lose and inevitable to handle as loss and expenditure of the total loan to fixed clients due to shortage of collaterals.

### **(7) Sub-standard Loan**

It is the sum the sum of precautionary, doubtful and probable 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.

\* Fixed Loan: It is loan that can be collected out of the total loan to clients for which specific measure and management to collect is necessary due to their poor management such as bad credit evaluation.

## **[Financial Statements]**

### **43. Audit Report**

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

- Refer to Audit Report Additionally Attached

### **44. Financial Statement**

- Refer to Audit Report Additionally Attached

### **45. Income Statement**

- Refer to Audit Report Additionally Attached

### **46. Statement Of Changes In Equity**

- Refer to Audit Report Additionally Attached

**47. Earned Surplus (Deficit) Appropriation Statement**

- Refer to Audit Report Additionally Attached

**48. Cash Flow Statement**

- Refer to Audit Report Additionally Attached

**49. Annotation**

- Refer to Audit Report Additionally Attached

**50. Consolidated Audit Report**

- Not Applicable

**51. Consolidated Financial Statement**

- Not Applicable

**52. Consolidated Income Statement**

- Not Applicable

**53. Consolidated Financial Statement**

- Not Applicable

**54. Consolidated Earned Surplus (Deficit) Appropriation Statement**

- Not Applicable

**55. Consolidated Cash Flow Statement**

- Not Applicable

**56. Annotation of Consolidated Financial Statement**

- Not Applicable

**57. Corporate Governance and Remuneration System Annual Report**

- Refer to Annual Report Additionally Attached