

Company Name: The Chiba Bank, Ltd.  
Representative: Tsutomu Yonemoto, President  
Stock Exchange Listing: Tokyo (code: 8331)

## **Chiba Bank Announces Revision of Head Office Organizational Structure**

September 27, 2023 - The Chiba Bank (President: Tsutomu Yonemoto) (“Chiba Bank” or “the Bank”) today announced that, it will revise the organizational structure of the head office on Monday, October 2, 2023 as part of efforts to prevent a recurrence based on the administrative actions issued by the Kanto Local Finance Bureau.

We will continue to make concerted efforts to prevent other recurrences while striving to regain the trust of all our stakeholders, including our customers. We will disclose information on the progress of our initiatives as appropriate.

### **1. Newly-established “the Group Improvement Office”**

The Group Improvement Office will be newly established as a team under the direct control of the top management, conduct direct interviews with the head office, sales branches, group companies, customers, business partners, etc. to ascertain the facts on the ground, and make suggestions for improvement measures, in light of the problems that the group governance does not function as planned and the management team was not able to properly grasp the current situation, etc. including the group companies.

### **2. Consolidation of the “Compliance and Risk Management Division” and the “Service Quality Management Division” / Newly-established the “Customer Support Monitoring Office”**

The Chief Risk Officer (Group CRO) will be assigned to the General Manager in charge of Corporate Management, and the Compliance and Risk Management Division and the Service Quality Management Division will be merged into one department as an organization under the control of the General Manager in charge of Corporate Management, in light of the problems such as the inadequate penetration of customer-oriented business operations and the segregation of duties resulted in a dispersion of response capabilities and a weakened check-and-balance function in the administrative division of the headquarters.

In addition, the "Customer Support Monitoring Office" will be newly established in the Compliance and Risk Management Division in order to plan and implement effective monitoring based on the issues obtained through the honest and sincere analysis of the problems in dealing with complaints, requests, and inquiries as valuable customer opinions.

End