

5. Disclosure, correction and suspension of use of personal information

- (1) If a customer requests disclosure of the personal information the Bank holds regarding that same customer, the Bank shall disclose said information upon verification of the customer's identification unless specific reasons exist for refraining from doing so.
- (2) If a customer requests that the personal information on that customer be corrected, added to, edited or deleted, or that the use of said personal information be suspended, because said personal information is incorrect in whole or in part, the Bank shall examine the personal information without delay and correct or suspend use of the personal information as required. If, as a result of said examination, the Bank decides not to

correct the personal information, the Bank shall explain to the customer the reasons for said decision.

- (3) Customers may request disclosure of their personal information by presenting identification and their personal seal at any Bank branch. A fee is payable for this service.

International Business Support

With its high level of expertise and global capabilities in the fields of financial payments and mediation, Osaka City Shinkin Bank is able to offer comprehensive international business support, which is vital for small and medium enterprises looking overseas. The Bank helps businesses looking to become involved in import/export, or trying to establish or increase the operational efficiency of a local subsidiary as a base for overseas manufacture or sales and can advise on the necessity of new financing for such. In 2011, the Bank established the Asia Business Support Desk within the International Department to provide specialist support for customers wishing to expand abroad. With face-to-face support from both sales branch staff and staff from the aforementioned help desk, the Bank is able to suggest appropriate, timely proposals. For customers looking to engage in international (import/export) transactions, expand their foreign sales channels or improve their results by establishing or increasing the operational efficiency of a foreign subsidiary, the Osaka City Shinkin Bank—the customer's international operations bank of choice—welcomes inquiries on these and any other aspect of international business.