

## Digitalization

### Creating a next-generation financial model by bringing together digital technologies and social contribution

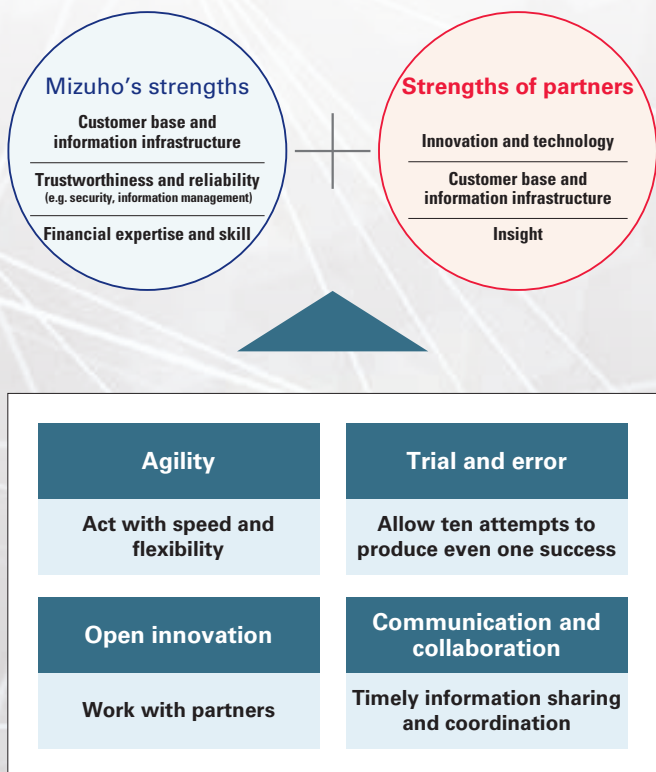
Mizuho is proactively engaging with the process of using digital technologies to create new forms of social living, such as those imagined in Society 5.0\* and smart city concepts. Through our engagement, we will create new ways of interacting with finance that will positively contribute to solving social issues.

\*A major policy promoted by the Japanese Cabinet Office’s Council for Science, Technology and Innovation for creating a “Super Smart Society” (Society 5.0) through advances in science and technology.

#### Digitalization initiatives

In many industries, digitalization has already been driving ongoing structural changes. Now, with the outbreak of COVID-19, customers are seeking services that facilitate new lifestyles to prevent the spread of the virus. In light of these factors, we believe digital transformation utilizing technology will gain even greater momentum.

In order to respond swiftly to these sorts of changes in the business environment, we are leveraging our strengths and collaborating openly with other companies to meet the emerging needs of our customers (create new business) and to transform our own business operations (enhance existing business and improve productivity).



#### Digital strategies for the COVID-19 and post-COVID-19 eras

We expect that, in the COVID-19 and post-COVID-19 eras, relationships with customers will shift even further to digitally-enabled remote and contactless channels and that the convenience of these channels will become a critical differentiating factor. We are striving to improve convenience for our customers in a whole new way by expanding the range of transactions our customers can complete entirely online and by employing digital technology to provide so-called “frictionless” financial services that do not require complex procedures.

##### 1 Remote and contactless services

Due to the outbreak of COVID-19, an increasing number of customers wish to avoid handling cash. Mizuho is continuing to promote widespread adoption of contactless payments through our J-Coin Pay and Mizuho Wallet cashless payment services. At the same time, we are also moving forward on contactless payments for customers who do not own smartphones, such as payments relying on biometric authentication technology.

In our contact with customers, we will enhance both our self-service channels available through smartphones and other devices and our online face-to-face channels available through video chat and other services, which have been rapidly gaining popularity during the COVID-19 pandemic.

##### 2 Positively contributing to healthcare and social progress

We are proactively engaging with the process of creating new forms of social living, such as those imagined in the Society 5.0 and smart city concepts. In doing so, we are aiming to use digital technology to positively contribute to solving social issues.

Specifically, through initiatives such as introducing cashless payments at medical institutions, we are not only shortening payment wait times but also supporting the development of operational workflows that reduce the risk of viral transmission within medical institutions. Also, in order to solve issues in local communities, we are collaborating with local governments and citizens as well as with our corporate clients to create new ways of interacting with finance in everyday life.

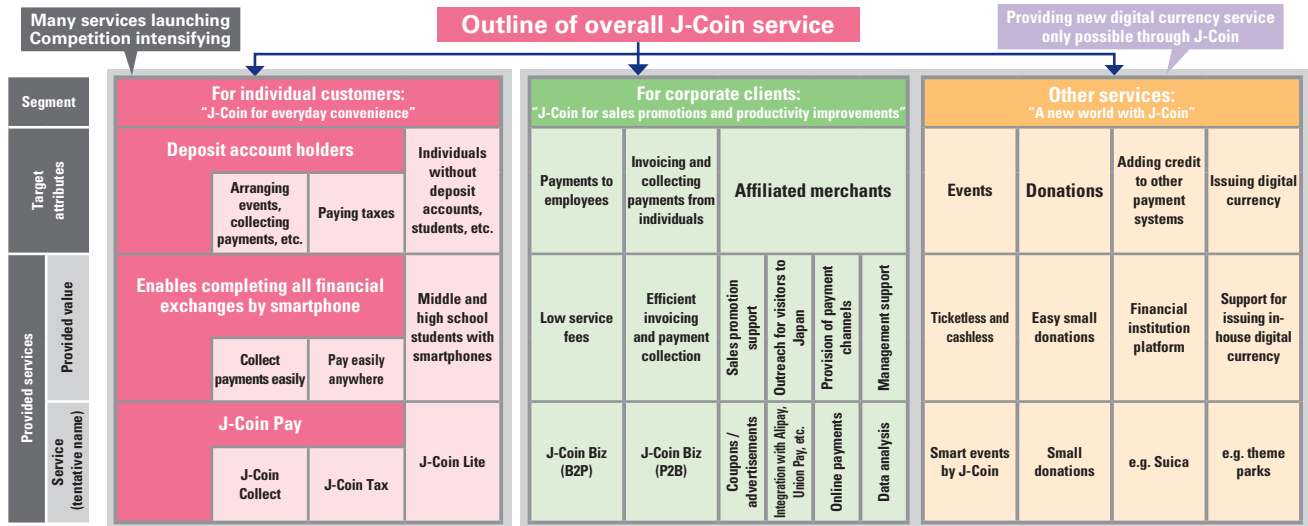
Examples of initiatives

**A new world with J-Coin: Expanding the J-Coin service**

J-Coin Pay is a cashless service platform we provide in collaboration with over 90 financial institutions across Japan. Participating financial institutions are each leveraging their customer bases to attract both affiliated merchants and users nationwide.

In addition, we are going beyond merely providing payment channels and working to improve the convenience of the J-Coin app overall. For example, we have added a function for making donations on smartphones and have also expanded our services and functions for corporate clients, such as in J-Coin Biz, our J-Coin-based expense accounting service.

**Looking to utilize across a range of financial services**



**Digital local gift cards / digital ticket packs**

For local governments and businesses looking to move to ticketless, cashless methods, we have begun providing a new service for digital local gift cards and digital ticket packs in the form of QR codes.

Amidst efforts to recover from the COVID-19 pandemic and revitalize local economies, digitizing local gift cards and other

such items, which local governments previously put out on paper, and issuing electronic tickets useable online is easing the strain on local governments of printing, mailing, storing, and otherwise managing paper tickets. This is one way in which we are positively contributing to local governments' operational streamlining.

**Digital corporate bonds for individual investors**

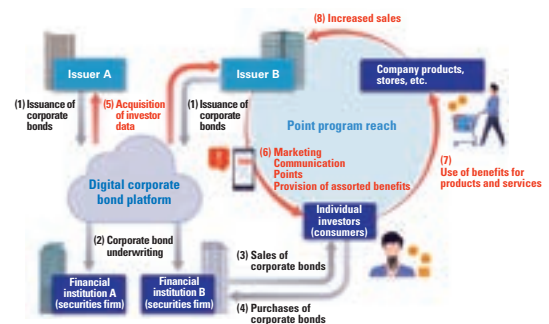
Mizuho and Blue Lab\* have implemented a proof-of-concept trial for issuing digital corporate bonds targeting individual investors using blockchain technology.

Blockchain-based management of corporate bond transactions enables direct contact between corporate bond-issuing companies and individual investors. We expect this to be applicable to new market research methods and to efficient advertising methods.

In addition, corporate bond-issuing companies will be able to expand their point programs' reach by opening their point programs to individual investors as well.

Further, because individual investors will be able to buy corporate bonds online even at small volumes or small amounts, digital corporate bonds will facilitate expansion of individual investor coverage to segments such as the younger generation and families.

**Digital corporate bond structure**



**Highlights Participation in COVID-19 analysis project (Folding@home)**

Blue Lab\* and Mizuho Information & Research Institute are participating in the distributed computing project Folding@home to assist in the analysis of COVID-19.

As of July 5, we are 463rd of 250,000 teams in the team statistics contribution rankings, which include world-renowned IT companies.

\*A company aiming to create new business, established as a joint venture with Silicon Valley venture capital firm WiL, companies from other industries, regional financial institutions, and others.