

October 4, 2013

Mizuho Bank, Ltd.

Measures to Address the Recent Business Improvement Order

Mizuho Bank takes the recent business improvement order issued to us by Japan's Financial Services Agency (FSA) extremely seriously and would like to sincerely apologize to all customers and other related persons for any inconvenience or concern caused.

To address the situation, we have established a special committee, under which we have created two working groups. The first working group is tasked with determining improvement measures, and the second is tasked with determining how best to respond to customer concerns.

Based on the findings of these two working groups, the special committee will formulate a business improvement plan as quickly as possible and be responsible for monitoring the plan's implementation.

A similar special committee has also been established within Mizuho Financial Group, Mizuho Bank's parent company, in order to extend and enhance the measures addressing the current issue throughout the entire Mizuho group.

Furthermore, we will also shortly establish a "third party committee" consisting of external experts which will be responsible for ascertaining the underlying causes leading to the recent administrative action and evaluating the adequacy and appropriateness of our improvement measures.

All staff and executives at Mizuho Bank view the issues identified by Japan's FSA with the utmost seriousness and are committed to quickly formulating and implementing pertinent and comprehensive measures to address those issues and enhance Mizuho Bank's internal management systems.

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