



Dear Respected J Trust Bank Customers,

First of all, I would like to extend our gratitude and appreciation for your loyalty and trust for going through these challenging times together. Although 2021 will be marked by challenges and uncertainties, we are entering 2021 with optimism as business and economic activities are expected to recover supported by COVID-19 vaccines rollout.

J Trust Bank continue to take various precautionary measures to ensure we protect the health of our customers, employees, and communities. In the midst of the pandemic, J Trust Bank continue to put customer first and implement corporate social responsibility programs to contribute towards sustainable, long term positive impact in communities around us.

The challenging operating environment from the ongoing COVID-19 pandemic continue to affect J Trust Bank performance. We continue to develop our loan portfolio while remain selective in channelling and reducing exposures to high-risk sectors and debtors supported by disciplined risk management approach. Our liquidity and capital position remain resilient to support us in executing our strategic plan to thrive in tough times. We also continue to improve cost efficiency throughout the organization. The Bank's underlying business remain solid and is well positioned to support us in developing our business.

Supported by J Trust Co., Ltd. as the majority shareholder - listed in Tokyo Stock Exchange, with total assets of JPY 731,377 million (equal to almost Rp100 trillion) as of Dec 31st, 2020, J Trust Bank will continue delivering sustainable growth and supporting our customers as well as delivering positive impact for the communities.

We are on the right path to continue developing the Bank in a sustainable and healthy manner. We will continue to strive for operational excellence to fulfil customer needs and enhance service quality whilst continue implementing health protocols in overcoming these challenging times together.

Sincerely,

Ritsuo Fukadai
President Director

