

Stakeholder communication

In addition to articulating our commitment to maintain an ethical stance towards our stakeholders within the Mizuho Code of Conduct, we aim to communicate with our stakeholders proactively and we strive to ensure that our corporate activities are aligned with social expectations as well as fair and transparent.

Our stakeholders

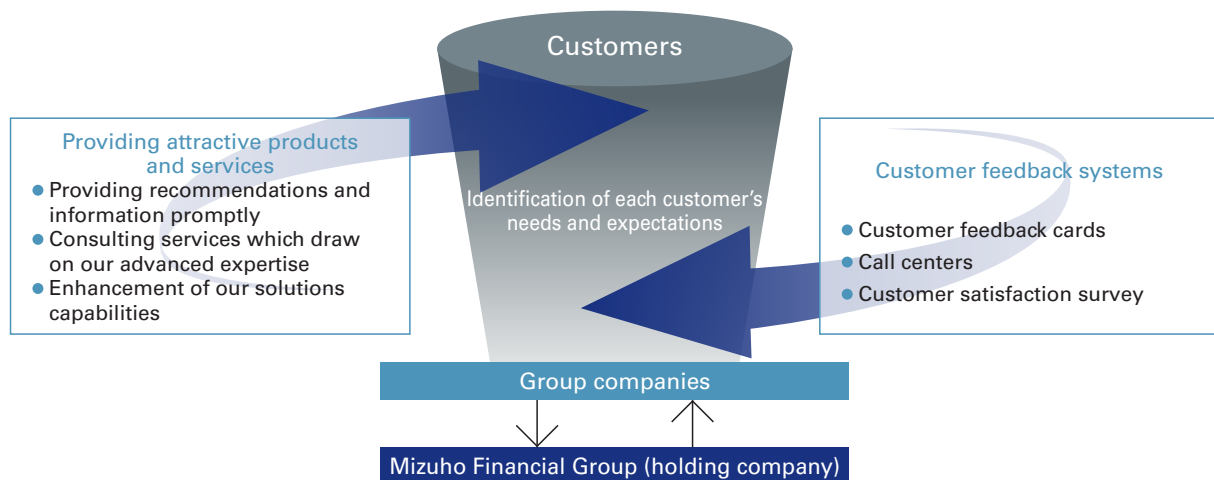
We communicate with our broad base of stakeholders using a wide range of communication tools and channels and aim to reflect their opinions and ideas into our corporate activities.



Stakeholders	Principal communication channels
Customers	Customer feedback cards, customer satisfaction surveys, call centers, and our website customer feedback forms for gathering opinions or complaints Dedicated toll-free number ▶ P94
Shareholders	General shareholders' meetings, investor briefings ▶ P27
Employees	Various briefings and other communications, employee opinion surveys ▶ P96
Regional/local communities	Social contribution activities, support for financial education ▶ P97
Suppliers/competitors	Purchasing activities and outsourcing contracts
Government authorities	Policy recommendations, participation in industry groups, appropriate responses to supervisory authorities

A closer look at our communication with customers

In our Vision, we at Mizuho have adopted a goal of being our customers' best financial services provider and we have put a number of initiatives in place in order to achieve this objective. Using a range of communication channels, we actively stay abreast of the constantly changing needs of our customers and strive to improve the level of services that we can offer.



Increase customer satisfaction (CS) awareness throughout the group

Systems to capture customer feedback

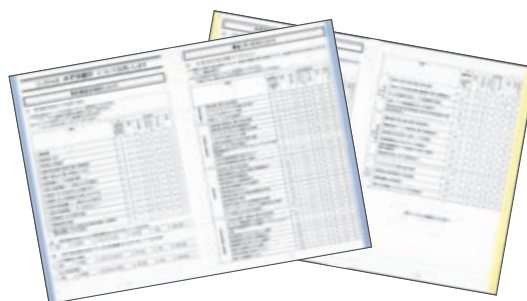
Customer feedback cards

Mizuho Bank, Mizuho Trust & Banking, and Mizuho Securities have created customer feedback cards to gather customer opinions and requests and place them in lobby areas at retail branches.



Customer satisfaction surveys

Mizuho Bank, Mizuho Trust & Banking, and Mizuho Securities regularly conduct customer satisfaction surveys, the results of which are used to improve group products and services.



Call centers

Our call centers are available for responding to customer opinions and requests and data collected from these centers is a valuable resource.



Website feedback forms

The feedback forms available on our website are another method we use to field comments and requests directed at Mizuho Bank, Mizuho Trust & Banking, and Mizuho Securities.

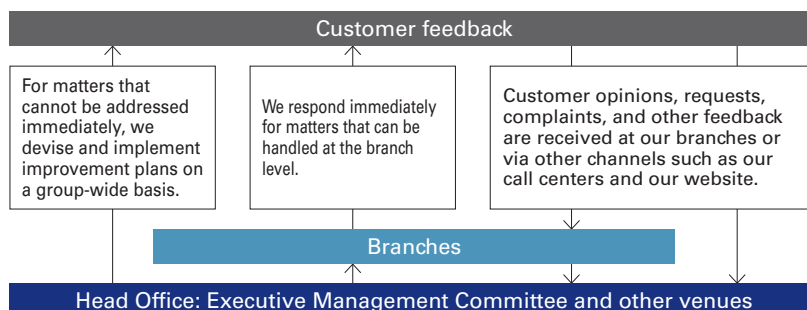


Dedicated toll-free number

Mizuho Bank, Mizuho Trust & Banking, and Mizuho Securities have established a dedicated toll-free line to gather customer opinions and requests.

Reflecting customer feedback into our corporate activities

At Mizuho Bank, we draw on the opinions expressed by customers in discussions held at branches and management level meetings, including those of the Executive Management Committee at Head Office.



A closer look at our internal communications

We are endeavoring to substantially raise the quality and quantity of the internal communications within our group as part of our efforts to build reciprocal, horizontal relationships between our management, Head Office, and frontlines and foster a corporate culture in which each employee acts independently and proactively.

Initiatives to raise quality and quantity of communication

Briefings for employees

In these briefings, employees hear from management about the latest developments and ask questions of management directly, engaging in a lively exchange. The briefings are also streamed live to our offices, allowing many employees to take part.



Staff surveys

We conduct staff surveys once a year as well as quick surveys on an occasional basis. Employee feedback is conveyed to management in a timely manner.



Roundtable discussions with senior management

In these roundtable discussions, management and employees talk directly about matters such as the 5-Year Business Plan. Participating in the discussions motivates employees to think and act independently.



Mizuho Web

Our internal group website facilitates reciprocal communication between management and employees, serving as a channel for management to receive a variety of comments directly from employees.



A closer look at our communication with local communities

Members of our organization play an active role in contributing to the development of local communities beyond our contribution as a business. Giving back to the community improves members' social awareness and imbues them with a sense of pride in the Mizuho group that changes how they approach their duties and their sense of purpose, and this ultimately contributes to Mizuho's sustainable and stable development.

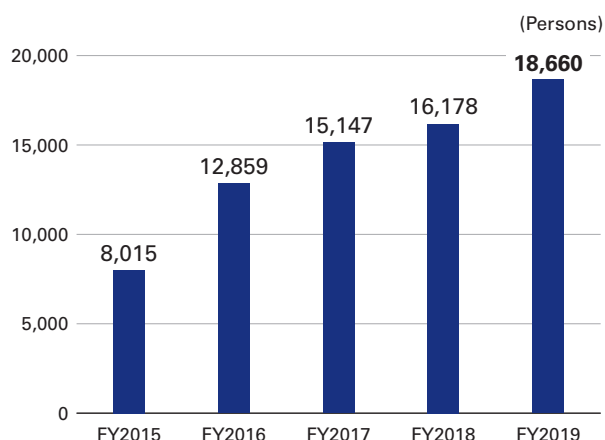
Financial and economic education initiatives

Work experience tours & school visits

In this age of longevity, it is important to gain an understanding of money early on. To this end, we proactively hold work experience tours where we welcome children into our workplaces, and send group employees on school visits to conduct lessons.



Number of participants in Mizuho's financial and economic education programs



Community & social contribution activities

Social contribution activities in local communities

At our offices worldwide, employees and their families participate in volunteer activities in local communities.



Assistance for natural disaster victims

We provide donations and employees participate in recovery efforts as volunteers to rebuild the lives of victims of natural disasters inside and outside Japan.

