

The following are summaries of action plans* for carrying out Mizuho's fiduciary duties, formulated by each group company based on the response policies for the sales, asset management & product development, and asset administration functions respectively.

* An action plan is a compilation of the measures to be carried out by each group company which handles the relevant functions. For the details of the action plans of each company, please see the notices on the respective websites of each company (only available in Japanese).

Action Plan with Regard to Sales Functions

Group companies which handle sales functions:

Mizuho Bank, Mizuho Trust & Banking, Mizuho Securities

1. Building Appropriate Product Lines in Response to Customers' Needs
<ul style="list-style-type: none"> ● Mizuho Bank, Mizuho Trust & Banking, and Mizuho Securities will construct systems for delivering products which make full use of the resources and capabilities of each group company.
<ul style="list-style-type: none"> ● Refine the processes for introducing, revising, and abolishing products in the interest of maintaining a high quality product lineup which is in tune with our customers' needs, such as a medium- to long-term investment horizon.
2. Providing Investment Products to Customers via Consulting Services
<ul style="list-style-type: none"> ● Construct a system for holding discussions with customers regarding their financial position (state of assets and liabilities), conducting various forms of analysis, and correctly assessing factors such as the customer's tolerance for risk.
<ul style="list-style-type: none"> ● In addition to providing enough information to customers, encourage explanations of product characteristics, etc. to be delivered in as simple language as possible.
<ul style="list-style-type: none"> ● Further standardize the processes for making product proposals to refine these proposals and their explanations in the interest of delivering high value-added services to customers.
<ul style="list-style-type: none"> ● Search out solutions which utilize the latest technology and aggressively employ them to revise our consulting methods depending on the customer point of contact (in-branch, internet, etc.) and their diverse asset management needs.
<ul style="list-style-type: none"> ● Clarify our approach to fees and commissions.
<ul style="list-style-type: none"> ● Formulate and refine methods for checking the appropriateness of fees and commissions.
3. Attentive Follow-Up Service to Help Customers Achieve Their Respective Investment Goals
<ul style="list-style-type: none"> ● Strive to improve Mizuho's ability to provide sound information and advice to aid customers in making investment decisions by conducting attentive follow-up activities—such as checking the state of assets held by customers in light of changes in the investment environment and diagnosing the health of customers' portfolios according to their investment goals.
<ul style="list-style-type: none"> ● Further improve the integrity of our operations by refining operational processes and promoting IT-driven initiatives, including the digitization of various forms.

4. Laying Foundations to Help Customers Invest with Confidence and Steadily Build Their Assets

- Provide customers with useful opportunities to improve their financial and investment expertise—including promoting various seminars and other content which may prove useful in understanding market conditions—depending on the customer's point of contact (in-branch, internet, etc.) and their diverse asset management needs.
- Promote stronger education for business promotion staff and refine our methods of evaluating the performance of these employees in the interest of delivering appropriate and well-tailored consulting services according to customers' diverse asset management needs.

Action Plan with Regard to Asset Management and Product Development Functions

Group companies which handle asset management and product development functions:

Mizuho Trust & Banking, Mizuho Securities, Mizuho Asset Management, DIAM Asset Management, and Shinko Asset Management

1. Enhancing Asset Management

- Sustainably deliver high value-added services to our customers by strategically developing the next generation of asset management experts using—among other methods—external training programs.
- In a move to clarify the responsibilities of and incentives for employees to add value for customers, Mizuho will work to build a system such that evaluations of the performance of asset management expert personnel at the consolidated firm^{*1} will be linked to performance to a greater degree.
- Further improve value added by building a framework for aggregating and making use of the asset management expertise of the four companies to be consolidated.
- Further refine our asset management capabilities through ESG^{*2} and Stewardship Code^{*3}-related initiatives, improving on existing investment models, and broadening the scope of assets subject to investment.

2. Initiatives to Continually Improve Product Quality and Develop New Products

- Maintain and improve the quality of our products to a level which meets our customers' expectations by refining Mizuho's risk management, our methods for evaluating and analyzing our performance, and other ways of examining asset management performance.
- Strengthen the system for communicating between the sales firms to increase opportunities for employees to trade opinions and engage in debate with other internal parties in order to more accurately comprehend our customers' needs.
- Strengthen the framework for reflecting feedback from and the opinions of customers in product development and in materials produced for customers.
- Clarify our approach to determining management fees.

3. Enhancing the Provision of Information and Services from the Customer's Perspective

- Refine portfolio analysis of pension customers and strengthen consulting proposals.
- Strengthen ability to provide useful investment information by enhancing seminars for customers and support for sales firms.
- Continuously enhance our abilities to provide useful information and improve convenience for our customers by supporting the use of tablet computers and delivering materials over the Internet.
- Enhance useful services for improving customers' knowledge of investing.
- Enhance educational materials for individual investors according to the asset management viewpoint laid out in the customer's life plan.

4. Strengthening Corporate Governance

- In putting the interests of our customers first, build a framework which ensures the proper independence of the holding company and the sales companies by appointing independent outside directors at the consolidated firm.
- Introduce asset management products which address customers' needs and improve performance, and build a robust administrative system.
- In adopting the Stewardship Code, maintain and comply with rules pertaining to conflicts of interest, such as when exercising shareholder voting rights as a responsible investor.
- Establish highly transparent processes at the consolidated firm for developing new products according to customers' needs.

*1 Consolidated firm: as is described in the press release dated September 30, 2015, DIAM Asset Management, the asset management functions of Mizuho Trust & Banking, Mizuho Asset Management, and Shinko Asset Management will be consolidated into a single company during the first half of fiscal 2016.

*2 ESG is an abbreviation of Environment, Social, and Governance, and it is one of the standards by which investors choose their targets for investment.

*3 Japan's Stewardship Code establishes a set of useful principles to aid responsible institutional investors in fulfilling their duty to enhance the medium- to long-term investment return for their clients and beneficiaries by improving investee companies' enterprise value and fostering their sustainable growth.

Action Plan with Regard to Asset Administration Functions

Group companies which handle asset administration functions:

Mizuho Trust & Banking and Trust & Custody Services Bank

1. Strengthening the System for Providing Asset Administration Services

- Constantly pursue the best practices in asset administration services.
- Continuously enhance infrastructure through strategic investments in IT in the interest of responding appropriately to changes in rules and regulations, new asset management methods, and new potential targets in which to invest.
- Make strategic efforts to develop the next generation of highly-qualified asset administration experts by enhancing employee training and education.

2. Initiatives to Improve Service Quality and Develop New Services

- Respond quickly to new asset management methods and new potential targets for investment, and proactively support customers' "new initiatives" from the standpoint of asset administration.
- Increase points of contact with customers in the interest of incorporating their direct feedback regarding topics such as their asset administration needs and their evaluation of our services into our business strategy.
- Set asset administration fees appropriately to reflect the nature of the services provided, and regularly verify the processes for setting these fees.

3. Enhancing the Provision of Information in Support of Customers' Investment Activities

- Make adjustments to systems which enhance Mizuho's ability to provide information regarding the rules, regulations, and systems of the markets of various countries and information about the assets in which our customers invest.