

Policy for Increasing Dialogues with Shareholders and Investors

1. Framework for increasing dialogues

We are aware that it is important to increase constructive dialogues with shareholders and investors in order to attain continuous corporate growth and to improve corporate value over the medium to long terms.

The Company is actively engaged in IR activities through the Director and Executive Officer in charge of the Corporate Planning Department, which is the department in charge of IR and the CFO. The Corporate Planning Department conducts smooth IR activities and dialogues with shareholders by the management team in cooperation with the Public Relations Office, the Finance and Accounting Department and other related departments. In addition, the Corporate Planning Department and the General Affairs Department serve as contact points for meetings with shareholders. Based on the purpose of meetings with shareholders, the Board of Directors (including outside Directors), executive officers, and Audit & Supervisory Board members provide appropriate responses within a reasonable range.

2. A commitment to constructive dialogues with shareholders and investors

<Expanding the number of individual meetings with shareholders and investors>

To enrich dialogues with shareholders and investors both in Japan and internationally, we will hold individual meetings for an exchange of information. We will seek more opportunities for our representatives and CFO to hold direct dialogues with major shareholders and investors in Japan and overseas, to facilitate a positive exchange of views. As of the end of September 2024, overseas shareholders held around 34% of our outstanding shares. As part of our investor relations activities for investors residing overseas, in addition to meetings at conferences attended by domestic and overseas investors, in October 2024, the our representatives, CFO, and director in charge of global operations visited Singapore and Hong Kong to meet with local institutional investors, and we are actively and continuously building relationships with these investors.

<Initiatives for dialogues other than individual meetings>

We actively organize events separately tailored to shareholders and investors, to securities and bonds analysts and to personal investors. They include financial results briefings, conference calls, business strategy briefings and participation in IR events for personal investors. For the purpose of fair disclosure, we are continuously improving our information disclosure. For instance, we publish on our website integrated reports we have been issuing since March 2020 for stressing our medium- and long-term value creation in addition to financial results briefing materials with and without transcripts, supplementary financial results materials, audio distribution, main questions and answers in briefings and other investor relations materials.

<Financial Announcement >

<https://corporate.saisoncard.co.jp/en/ir/data/>

<Integrated Report >

https://corporate.saisoncard.co.jp/en/ir/integrated_report/

3. Reporting of dialogues with shareholders and investors

The Corporate Planning Department, responsible for investor relations, plays a central role in properly reporting to our management executives the feedback heard from shareholders and investors in dialogues and analyst reports and other materials issued as appropriate. It also delivers reports on the dialogues to the Board of Directors, the Management Conference and other meeting bodies so that they can be used in discussions for improving corporate value.

Shareholder and investor feedback and our response to it

Subject	Shareholder and Investor Opinions	Credit Saison's response
Expanded Disclosure of Information	Increase disclosure of information on global business, one of the pillars of our growth strategy.	<ul style="list-style-type: none"> • May 2024 Newly started disclosing detailed business model, yields of main products, risk information, etc. in the new medium-term management plan • June 2024 Strategy briefing session focused on the India business, the core of our global business, Explanation and question-and-answer session by the executive officer in charge of global operations and the local CEO in India.
Capital Policy	Disclose quantitative information as well as qualitative information such as the basic concept.	<ul style="list-style-type: none"> • May 2024 Announced its approach to achieving cost of capital and stock price conscious management in its new mid-term management plan, and disclosed cash allocation information for the first time.
Enhanced Dialogue	Holding quarterly financial results briefings. ※Previously, first and third quarter briefings were held exclusively for sell-side analysts	<ul style="list-style-type: none"> • August 2024 (From the first quarter of 2024) The format has been changed from being limited to sell-side analysts to one in which institutional investors are also invited to participate.
Sustainability	Expansion of sustainability-related information disclosure	<ul style="list-style-type: none"> • August 2021 Since the establishment of the Sustainability Promotion Committee, information disclosure has been expanded to include endorsement of the TCFD, measurement of Scope 1, 2, and 3, and obtaining a B-score through CDP responses. • October 2023 Disclose GRI Sustainability Reporting Standards (GRI Standards) • August 2024 Greenhouse Gas Emission Reduction Goals Receive SBTi Certification

<Global Business Strategy Briefing to be held in June 2024 >

<https://corporate.saisoncard.co.jp/en/business/global/index.html#business-global-briefing>

4. Management of insider information in dialogues

As an information disclosure policy including the management of insider information, we have separately adopted our Disclosure Policy. In accordance with this policy, we strictly practice fair disclosure and ensure that our activities are appropriate.

<Disclosure policy>

https://corporate.saisoncard.co.jp/en/disclosure_policy/

5. IR activities

We hold four briefings for shareholders, investors and securities and bonds analysts each year. On these occasions, our representatives and CFO outline financial results for relevant periods and provide explanations about our management strategies and operational achievements.(*). In June 2024, we also held a global business strategy briefing session focused on our India business, which is attracting a great deal of attention from shareholders and investors. In addition, we are resuming face-to-face meetings as appropriate after they were suspended because of the COVID-19 pandemic. We are increasing the number of opportunities to meet shareholders and investors in an effort to continuously foster constructive dialogues.

*(Only the CFO participated in the first and third quarters)

<Principal investor relations activities (part of the sustainability data)>

<https://corporate.saisoncard.co.jp/en/sustainability/data/>

6. Awards from outsiders

On the basis of enhancing information disclosure behind constructive dialogues, we are also focusing on creating a number of different tools. Our website and integrated reports are so highly regarded that they consistently win awards from outside institutions.

<Investor relations website>

We were awarded an AA-rating in the All Markets category of the All Japanese Listed Companies' Website Ranking by Nikko Investor Relations Co., Ltd. for the fifth consecutive year.



(<https://www.nikkoir.co.jp/>)

<Integrated Report>

Credit Saison Integrated Report 2022 was selected for the first time as the GPIF's "Highly Improved Integrated Report" by domestic equity managers. In addition, Credit Saison Integrated Report 2021 won two awards at the International ARC Awards 2022, the world's largest annual report competition.



<Other External recognition>

Other external recognition are posted on our website.

<Initiatives and external recognition > <https://corporate.saisoncard.co.jp/en/sustainability/initiative/>