



Dear Respected J Trust Bank Customers,

First quarter of 2021 still marked by challenges and uncertainties and I would like to extend our gratitude and appreciation for your loyalty and trust for going through these challenging times together. Although we are still facing challenges and uncertainties ahead, business and economic activities are expected to gradually recover as COVID-19 handling improves.

J Trust Bank remained focus on prioritizing customers' needs while took various precautionary measures to ensure we protect the health of our customers, employees, and communities. We also continued to implement corporate social responsibility programs to contribute towards sustainable, long term positive impact in communities around us.

The challenging operating environment continued to affect J Trust Bank performance. We continued to develop our loan portfolio while remained selective in channelling and reducing exposures to high-risk sectors and debtors supported by disciplined risk management approach. Our liquidity and capital position remained resilient to support us in executing our strategic plan to face challenges and uncertainties ahead. We also continued to improve cost efficiency throughout the organization. The Bank's underlying business remained solid and is well positioned to accelerate business growth.

Supported by J Trust Co., Ltd. as the majority shareholder - listed in Tokyo Stock Exchange, J Trust Bank's capital structure remained resilient and we will continue delivering sustainable growth and supporting our customers as well as delivering positive impact for the communities.

Recently, J Trust Bank has received awards for Best Right of Shareholders for Mid-Cap category from Indonesian Institute for Corporate Directorship, Best Deposit Product for Bank Buku 2 category from Infobank, and Best Informative Website for Bank Buku 2 category from Economic Review. I would like to thank our customers and stakeholders because without your continued support and trust, we would not have been granted these awards.

We are heading into the next phase of our journey and 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



