



June 1 2020

**Announcement regarding our response to prevent the spread of the novel coronavirus infection with  
the lifting of the declaration of the state of emergency**  
**(Updated on June 1)**

We extend our deepest sympathies to all of you who are affected by the new type of coronavirus infection and those of who their daily lives were influenced by the spread of infection.

We would like to inform you of our response to the lifting of the declaration of a state of emergency in the Tokyo metropolitan area.

- Regarding our operational status of accepting varied procedures , and our services for responding to customers' inquiries about Seven Bank Account

With the lifting of the declaration of the state of emergency, we are resuming the following procedures that have been suspended.

**<Resuming procedures>**

- Application for International Money Transfer Service (accompanied with a new account opening)
- Application for opening a corporate account

In order to continue providing services to customers and to prevent the spread of the novel coronavirus among employees, we will continue to operate with scaled down operations. As a result, it is expected that both of our Telephone Center and Customer Center lines will be very crowded, making it difficult to connect and it will take longer to complete the various procedures than before the declaration of the state of emergency.

We are offering you alternative services to accept your inquiries and requirements regarding personal accounts. Please refer to the following instructions.

1. Regarding address change, reissuing card and other application and procedure

We can accept from [Direct Banking Service](#).

\* If you do not know your "Logon ID /Logon Password", instead of calling our center representative, you can reset it from [here](#). Forgot ID, Forgot Password (Expired).

2. Regarding other inquiries about Seven Bank account  
[FAQs](#) are available. Please check this before contacting us.

Best regards,