

May 26, 2021

To whom it may concern

Sumitomo Mitsui Trust Holdings, Inc.

**Notice regarding receiving Highest Rating of "Three Stars" in HDI-Japan's
Benchmarking**

Sumitomo Mitsui Trust Holdings, Inc. (President Executive Officer: Toru Takakura, hereinafter “SuMi TRUST Holdings”) hereby announces that it’s group companies received the highest rating of "Three Stars" in two categories of "Phone support(Quality)" and "Web support" from HDI-Japan, which is operated by ThinkService K.K (Head office: Kawasaki, Kanagawa; CEO: Tatsumi Yamashita) .

Departments/Affiliated Companies	Description	Benchmarking
Sumitomo Mitsui Trust Bank, Limited Direct Banking and Marketing Department	General Banking services	Web Support
Sumitomo Mitsui Trust Bank, Limited Defined Contribution Pension Administration Department	Defined Contribution Pension	Phone support(Quality)
Sumitomo Mitsui Trust Club Co., Ltd.	Credit Card	Phone support(Quality)
Sumitomo Mitsui Trust TA Solution Co.,Ltd	Stock Transfer Agency	Phone support(Quality)
Sumitomo Mitsui Trust Business Service Co., Ltd	Loan	Phone support(Quality)
	Inheritance	Phone support(Quality)
	Lost and found	Phone support(Quality)



HDI, established in 1989, is the world's largest membership association for the support services industry,

and HDI-Japan, established in 2001, is the first organization to announce a certification program for support services industry in Japan. SuMi TRUST Holdings recently commissioned HDI-Japan to conduct benchmarking and received “Three Stars” in the "Phone support(Quality)" and "Web Support," which is the highest rating from the client's perspective for the departments and group companies as mentioned above.

SuMi TRUST Holdings will continue to provide a diverse lineup of products to meet the needs of its clients, aiming to become their best partner in the era of the “100-year life”.

End

For further information, please contact:

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