

For Immediate Release

Company Name : SBI Shinsei Bank, Limited
Name of Representative : Katsuya Kawashima
President and CEO
(Code: 8303, TSE Prime Market)

SBI Shinsei Bank Ranked No. 1 in Customer Satisfaction in the Banking Industry in the Third JCSI Survey of 2026

Tokyo (September 15, 2026) --- SBI Shinsei Bank, Ltd. (Head Office: Tokyo; President and CEO: Katsuya Kawashima; hereinafter “SBI Shinsei Bank”) announced that it ranked No. 1 in customer satisfaction in the banking industry for the second consecutive year in the third JCSI survey (Japanese Customer Satisfaction Index survey) of 2026, announced by the Service Productivity & Innovation for Growth (SPRING) on September 15, 2026.

The JCSI is one of Japan's largest customer satisfaction surveys. It is conducted using statistical methods based on responses from more than 100,000 service users. The survey enables comparisons and analyses across industries and business categories and is characterized by its ability to provide a multifaceted assessment of the strengths and challenges of companies and brands through nine customer satisfaction-related indicators.

Fifteen banks, including megabanks and new-form banks such as internet banks, were included in the banking industry survey. SBI Shinsei Bank ranked No. 1 in the banking industry in two indicators: “Perceived Value,” which measures customers’ assessment of value for money, and “Customer Satisfaction,” which measures overall customer satisfaction.

SBI Shinsei Bank will continue to enhance its corporate value and provide innovative and attractive services to customers in collaboration with other SBI Group companies.



[Press Release by the Service Productivity & Innovation for Growth \(SPRING\) of the Japan Productivity Center: Results of the Third 2026 JCSI Survey \(Japanese\)](#)

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SBI Shinsei Bank is a leading diversified Japanese financial institution providing a wide range of financial products and services to both institutional and individual customers. The Bank has a network of outlets throughout Japan and is committed in its pursuit of uncompromising levels of integrity and transparency in all of its activities in order to earn the trust of its stakeholders, including customers, employees and shareholders. The Bank is committed to delivering long-term profit growth and sustainably increasing its corporate value for all its stakeholders. News and other information about SBI Shinsei Bank are available at <https://corp.sbishinseibank.co.jp/en/>.

For further information, please contact:

Sustainability and Communications Division

SBI Shinsei Bank, Limited (www.sbishinseibank.co.jp/english/)

SBIShinsei_PR@sbishinseibank.co.jp (Inquiries for the media)

SBIShinsei_IR@sbishinseibank.co.jp (Inquiries for shareholders and investor relations)