For those facing difficulties with cash flow as impact of the ongoing COVID-19 epidemic spreads

Are you having difficulties with cash flow? Please actively consult with your main banks.

Banks are providing timely and flexible cash flow support for companies and individuals. Please actively consult with your main banks.

Concrete support measures (New loans, changing conditions)

- Wish to request new loans
- Wish to consult about existing loans and concessions on repayment
- Wish to consult about home mortgage.
- Wish to consider using government financial institutions

New loans, concessions on repayment of existing loans

Consultation

Quick and flexible
Emergency loans, changing conditions such as concessions on repayment

Private financial institutions

Consultation for new loans
Supporting with safety net loans

Cooperation/coordination

Financial institutions will support companies to meet their needs.
Financial institutions will also support individuals regarding home mortgage and project finance loans.
March 6, 2020

The Financial Services Agency requests financial institutions as follows. (Statement by ASO Taro, Minister of Finance and Minister of State for Financial Services)

We are aware that private financial institutions have already been ascertaining companies’ circumstances and providing needed assistance in the form of financing based on customer’s business prospect and close-following support, and the current situation will put the true value of these efforts to the test. We also understand that tourism companies that have seen their sales drop off as the numbers of overseas and domestic travelers have fallen and manufacturers that have cut production because of difficulties procuring parts and materials from China are among a huge number of firms from various sectors voicing concerns about cash flow since the February 7 request.

In light of this situation, we strongly urge financial institutions to determine the business conditions and short-term cash flow at companies in even greater detail by visiting their facilities, setting up emergency consultation desks, etc. Given fears that cash flow could become even more challenging at the fiscal year-end, we request that financial institutions, including their front-line sales personnel, make full-fledged efforts to ensure that companies have access to the funding needed to get past the fiscal year-end by doing the following:

- Follow up carefully on circumstances at companies that have existing loans and be quick and flexible in changing loan conditions, e.g., offering concessions on principal/interest repayment
- Actively implement emergency lending programs for new loans (and make collateral/guarantee requirements more flexible) to meet the needs of companies promptly and appropriately, including the use of safety net loans/guarantees from policy financial institutions and credit guarantee associations
- Establish systems capable of providing prompt and appropriate support for companies.

We also urge that financial institutions take care not to unnecessarily require enormous volumes of documents from companies.

[Contact]

- **FSA consultation desk** (Business hours: 10:00 am – 5:00 pm on weekdays) (Available only in Japanese)
  - Consultation Service for COVID-19
  - 0120-156811 (Toll free)
  - ※For IP phone: 03-5251-6813

- **Local Finance Bureaus’ consultation desks** (Available only in Japanese)
  - Hokkaido Finance Bureau 011-729-0177
  - Tohoku Finance Bureau 0120-917-993
  - Kanto Finance Bureau 048-615-1779
  - Hokuriku Finance Bureau 076-208-6711
  - Tokai Finance Bureau 052-687-1887
  - Kinki Finance Bureau 06-6949-6530
  - Chugoku Finance Bureau 0120-99-0028
  - Shikoku Finance Bureau 087-811-7803
  - Kyushu Finance Bureau 096-353-6352
  - Fukuoka Finance Bureau 092-433-8066
  - Okinawa General Bureau 098-866-0095

- **Consultation desks of Bankers Associations/Government Financial Institutions** (Available only in Japanese)
  - Japanese Bankers Association 050-3385-6091
  - The National Association of Shinkin Banks 03-3517-5825
  - National Central Society of Credit Cooperatives 03-3567-2456
  - National Association of Labour Banks 03-3295-6740
  - Japan Finance Cooperation 0120-154-505
  - The Okinawa Development Finance Corporation 098-941-1795
  - The Shoko Chukin Bank, Ltd. 0120-542-711
  - Development Bank of Japan Inc. 0120-598-600

- **Support measures for companies**

  Dedicated pages on the METI website provide details of various support measures.