

## Measures Taken by the Japan Post Group to Prevent the Spread of COVID-19

Our hearts go out to all those who have been affected by the COVID-19 outbreak.

We also wish to express our deepest gratitude and respect for the healthcare and medical professionals and all those fighting on the front lines to contain the virus. In response to this pandemic, the Japan Post Group has launched the Head Office-Group Joint Countermeasures Headquarters, composed of members from each of our Group companies. We have formulated measures to prevent the spread of infection for securing the safety of our customers and employees. We have also taken measures to protect the public, such as distributing masks at the behest of the Japanese government.

We have also taken steps to help maintain social stability. We have assembled an operational framework to enable us to continue to provide the services our customers need, as well as invested in support for measures to combat the spread of COVID-19.

We will go on to serve as a safety net for the people by continuing to protect our customers and employees while we address the needs of the public and fulfill our fiduciary duty to our communities and our customers as an essential part of local social infrastructure.

### ▶ Measures to prevent the spread of COVID-19 and protect our customers and employees

- Shortened business hours for certain post offices and Japan Post Bank branches, and installed plastic barriers
- Parcels left in designated areas and other methods of delivery without face-to-face interaction, and implementation of a system of previous-day reservations for re-delivery or pickup
- Revision of Group company employee work shifts, especially post office staff handling postal and logistics operations
- Websites, newspaper advertisements, and branch posters to seek our customers' understanding and cooperation
- Closure of all lodging facilities (Kanpo no Yado inns) in Prefectures under Specific Cautions while the state of emergency declaration is in effect



Cloth masks delivered to the Setagaya post office



Bagging cloth masks at the Takada post office



Cloth masks being delivered by the Shinoro post office

▶ Support for the public / undertakings as a responsible institutional investor

Japan Post Group

- Donations to prevent of the spread of COVID-19 (¥100 million)
- Service continuity for, in principle, all post offices and Japan Post Bank branches and ATMs

Japan Post  
Co., Ltd.

- Distribution of masks at the request of the government
- Delivery of application forms for special COVID-19 relief subsidies
- Acceptance of applications for prefectural social welfare council Temporary Loan Emergency Funds at post office counters emergency small amount funds

Japan Post Bank  
Co., Ltd.

- Continuity of important operations such as cash deposits, withdrawals and settlements, which are necessary for customers' daily lives
- Smooth handling of the special fixed-benefit payment
- Possible provision of capital support to companies across Japan that are affected by COVID-19

Japan Post Insurance  
Co., Ltd.

- Undertakings to support customers affected by COVID-19
  - Emergency treatment such as extending the grace period for premium payments, reducing or exempting interest rates applicable to policy loans excluding premium loans (rate of 0% applied during the loan period), and the omission of some necessary documents
  - Payment of additional insurance benefits in the event of death due to COVID-19 on top of the death benefit (the "double payment of insurance benefits")
  - Videos related to Radio Exercise are available on YouTube for those forced to stay home due to the voluntary restraint on outings, to help them get exercise and improve their health
- Purchase of bonds issued by international organizations in response to the COVID-19
  - Sustainable Development Bond issued by Inter-American Development Bank (IDB)
  - Sustainability Awareness Bond issued by European Investment Bank (EIB)