

Teleconference of the Financial Results for the Six Months Ended September 30, 2025

Summary of Q&A

(November 14, 2025)

Q I would like to ask about the factors behind the downward revision to the financial results forecast for the postal and domestic logistics business segment broken down by net sales and expenses

A In addition to the lower-than-expected increase in volumes that we had anticipated in our plans, particularly those for the EC market, we also believe that the administrative dispositions taken in relation to the inadequate roll call incident have impacted negatively on our revenue and expenses.

With regard to the impact of the inadequate roll call incident, we announced an increase of ¥6.5 billion in collection, transport and delivery outsourcing expenses in our financial results for the three months ended June 30, 2025. Furthermore, after a detailed examination into increases in personnel expenses associated with efforts to strengthen the enforcement of our roll call system and non-personnel expenses associated with introducing a digital roll call system, we anticipate that there will be a total increase in expenses of roughly ¥10 billion.

There are multiple factors behind the downward revision of revenue, including the lower-than-expected expansion of the EC market. In addition, it has also been difficult to specifically identify how the roll call incident has impacted matters. However, we are hearing of actual cases where customers have said that they have stopped using Yu-Pack or that they have refrained from concluding agreements to use the service as a result of the inadequate roll call incident.

Q I would like to ask about the current situation with regard to the impact of the disposition of Japan Post Co.'s use of light four-wheel vehicles on operations. Will you be able to cope with the increase in volumes during the busy season at the end of the year? Or, do you anticipate that there will be a decrease in the numbers of parcels handled?

A Dispositions have already commenced at individual post offices since October, but there has been no impact on operations as of the present time. We do not expect that there will be any particular issues with regard to operations during the end-of-year busy season either.

Q Expenses have increased by ¥10 billion due to the issue of inadequate roll calls. Does this amount include the impacts of the disposition of Japan Post Co.'s trucks and light four-wheel vehicles?

A Yes.

Q The volumes and unit prices for parcels have both seen a year-on-year decline in the second quarter of the fiscal year. How do you see the second half of the year panning out?

A During the first half of the fiscal year, the volume and ratio of large-scale customers benefitting from low unit prices increased, causing unit prices overall to decrease. We will continue in our efforts to negotiate an increase in unit prices.

With regard to volumes, there was no increase in the number of packages for services such as Yu-Pack. Going forward, we will seek to increase volumes by working to make it more convenient for customers to send and receive items and by strengthening our cooperative efforts with the Rakuten Group.

Q What was the reasoning behind the announcement of the outline of the Company's next medium-term management plan this time? Was the idea to announce the initiatives first and then formulate the numerical targets afterwards?

A The announcement you mention was to show the future outlook for the Group following changes to the Group's management in June, including to the Group's President. As you correctly surmised, we will look into the numerical targets from here on out, and, hopefully, announce them in conjunction with the full announcement of the next medium-term management plan in May 2026.

This document is a summary of Q&A session for this conference and includes certain revisions and corrections to help readers better understand the points in the dialogue.

This document contains forward-looking statements, including forecasts and targets, for the Japan Post Group and its group companies as of the date of this conference, and they are based primarily on judgments reached by Japan Post Holdings Co., Ltd. (the "Company") based on information available at the time of preparation of this document, forecasts, and assumptions made at the time of preparation.

Therefore, please be aware that actual results may vary depending upon various factors, such as the impact of geopolitical risks, economic conditions and trends, and changes in laws and regulations.

This document does not constitute an offer to sell or a solicitation of an offer to buy any stock or other securities of the Company or any of its subsidiaries, or an offer to sell securities in the U.S. or to U.S. citizens. The Company's securities have not been and are not planned to be registered under the U.S. Securities Act of 1933 (the "Securities Act"). Securities may not be offered or sold in the United States except with registration or an exemption from registration under the Securities Act. When securities are offered or sold in the United States, an English language prospectus prepared in accordance with the U.S. Securities Act is used. A prospectus containing detailed information about the issuer and its management, as well as its financial statements, may be obtained from the issuer or seller of such securities.