

UNOFFICIAL TRANSLATION

Although the Company pays close attention to provide English translation of the information disclosed in Japanese, the Japanese original prevails over its English translation in the case of any discrepancy.



June 17, 2025

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President & CEO
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**Response to the Notification of a Hearing from the
Ministry of Land, Infrastructure, Transport and Tourism**

Japan Post Co., Ltd. (Chiyoda-ku, Tokyo, President & CEO (Representative Executive Officer) SENDA Tetsuya) received a notification from the Ministry of Land, Infrastructure, Transport and Tourism on June 5, 2025, regarding a hearing related to the revocation of permission for its general motor truck transportation business. Japan Post Co., Ltd. decided to accept the administrative disposition and reported this to the Ministry of Land, Infrastructure, Transport and Tourism on June 17, 2025.

We deeply regret this situation and sincerely apologize for the significant inconvenience caused to our customers and all related parties. Moving forward, we will implement measures to prevent any recurrence of such incidents and strive wholeheartedly to regain the trust of all our stakeholders as quickly as possible.

The impact of this situation on the financial results is currently under review. We will promptly notify the public if any matters arise that should be disclosed relating to this impact.

1. Background

Incidents where delivery operations were carried out without performing the role calls stipulated by law and regulation have occurred at post offices under the control of the Kinki Regional Office. In view of these incidents, Japan Post Co., Ltd. implemented an investigation of the status of execution of roll-call duties at post offices nationwide. On April 23, 2025, it submitted a report to the Ministry of Internal Affairs and Communications and the Ministry of Land, Infrastructure, Transport and Tourism concerning the findings of this investigation and measures to prevent recurrence. On the same day, it received a report request order from the Ministry of Internal Affairs and Communications regarding measures to prevent recurrence, ensure universal services, and other matters. (Related disclosure: “Regarding the Report of Investigation Findings Concerning the Status of Execution of Role-call Duties – Japan Post Co.,” April 23, 2025)

(https://www.post.japanpost.jp/notification/pressrelease/2025/00_honsha/0423_03.html) [in Japanese]

The Transport Bureau subsequently conducted a special audit, and on June 5, 2025, Japan Post Co., Ltd. received notification from the Ministry of Land, Infrastructure, Transport and Tourism concerning a hearing relating to the revocation of permission for its general motor truck transportation business. Japan Post Co., Ltd. decided to accept the administrative disposition and reported this to the Ministry of Land, Infrastructure, Transport and Tourism on June 17, 2025. (Related disclosure: “Administrative Disposition and Response Relating to the Incidents of Unperformed Role Calls – Japan Post Co.,” June 17, 2025.)

(https://www.post.japanpost.jp/notification/pressrelease/2025/00_honsha/0617_02.html) [in Japanese]

2. Response by Japan Post Co., Ltd.

Japan Post Co., Ltd. will no longer be able to use vehicles of one ton or over, which are part of the general motor truck transportation business. (Approximately 2,500 such vehicles are used at approximately 330 post offices nationwide.) However, it will continue to provide mail and parcel services (such as Yu-Pack) without inconveniencing customers, even after the execution of the administrative disposition. This will be accomplished primarily through business consignment to other transport companies, as well as through the use of its light four-wheel vehicles (approximately 32,000 vehicles), which are part of the light motor truck transportation business, and its two-wheel motorized vehicles (approximately 83,000 vehicles).