

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.



July 31, 2025

Company name: Japan Post Holdings Co., Ltd.
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President & CEO
(Code number: 6178, Prime Market of the
Tokyo Stock Exchange)
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Report in Response to the Orders from the Ministry of Land, Infrastructure, Transport and Tourism and the Ministry of Internal Affairs and Communications Relating to the Incidents of Unperformed Roll Calls

Japan Post Co., Ltd. (Head Office: Chiyoda-ku, Tokyo; President & CEO: KOIKE Shinya) announced, as attached, that it has reported today on the status of recurrence prevention measures and provision of universal postal services in relation to the incidents of unperformed roll calls at post offices. The reports were submitted to the Ministry of Land, Infrastructure, Transport and Tourism in response to its order to ensure the safety of transportation and to the Ministry of Internal Affairs and Communications in response to its supervisory instructions under the Japan Post Co., Ltd. Act, including directives to ensure the provision of universal postal services, to safeguard customer convenience, and to steadily implement recurrence prevention measures.

(Related disclosure: “Report in Response to the Orders from the Ministry of Land, Infrastructure, Transport and Tourism and the Ministry of Internal Affairs and Communications Relating to the Incidents of Unperformed Roll Calls –Japan Post Co.,” July 31, 2025.)

(https://www.post.japanpost.jp/notification/pressrelease/2025/00_honsha/0731_01.html) [in Japanese]

Japan Post Co., Ltd. will strive wholeheartedly to regain the trust of all our stakeholders by conducting roll calls properly and reinforcing measures to ensure the safety of its transportation, drivers and customers, as a transportation business operator.

The impact of this matter on Japan Post Holdings Co.,Ltd.’s financial results continues to be under review. We will promptly notify the public if any matters arise that should be disclosed relating to this impact.