

UNOFFICIAL TRANSLATION

While every effort has been made to ensure the accuracy of this English translation of the original Japanese text, in the event of any discrepancies, the Japanese version shall take precedence.



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Execution of Administrative Dispositions relating to the Incidents of Unperformed Roll Calls

Japan Post Co., Ltd. (Head Office: Chiyoda-ku, Tokyo; President & CEO: KOIKE Nobuyuki) reported to the Ministry of Internal Affairs and Communications and the Ministry of Land, Infrastructure, Transport and Tourism (MLIT) on April 23, 2025, that as a result of an internal survey conducted last fiscal year regarding the execution status of roll call operations (survey period: late January to early March 2025), a large number of deficiencies in roll call operations were discovered.

Subsequently, based on the results of the internal investigation, a special audit by MLIT began on April 25, and on June 25, Japan Post Co., Ltd. received a revocation of its license for general motor truck transportation business.

Furthermore, special audits are ongoing for post offices that own light vehicles, and on October 1, the Transport Bureau notified 111 offices of the enforcement of administrative dispositions regarding their light vehicles.

We deeply regret having caused this situation and sincerely apologize for the anxiety and concern this has caused our customers and all related parties.

Following the enforcement of administrative dispositions due to inadequacies in roll call operations, there have been reports in some media outlets and on social networking sites claiming, for example, that "mail cannot be delivered" or "Japan Post Co., Ltd. is considering discontinuing Yu-Pack." However, there is absolutely no truth to such claims.

At post offices subject to administrative disposition, some owned light vehicles will be unavailable for use during the disposition period. Nevertheless, Japan Post Co., Ltd. will take appropriate measures to ensure that customers are not inconvenienced and will continue to provide reliable and proper services for mail and parcels (including Yu-Pack).

With regard to the inadequacies in roll call operations, Japan Post Co., Ltd. have already implemented recurrence prevention measures and are currently operating appropriately. However, we take these administrative dispositions very seriously. Japan Post Co., Ltd. will once again thoroughly establish a system to ensure the safety of operations, as well as the safety of customers and drivers, starting with the reliable implementation of roll call procedures, and will make every effort to restore trust.

In addition, when notifications of administrative dispositions for light vehicles due to inadequacies in roll call operations are received in the future, Japan Post Co., Ltd. will announce them on the website of each Japan Post branch at regular intervals.

The announcement page is as follows:

URL: <https://www.post.japanpost.jp/about/roll-call.html>

The impact of this matter on the 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.