

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.



April 27, 2020

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Status of Investigation of Rewritten Insurance Policies at Japan Post Insurance

JAPAN POST HOLDINGS Co., Ltd. (Chiyoda-ku, Tokyo; MASUDA Hiroya, Representative Executive Officer, President & CEO), JAPAN POST Co., Ltd. (Chiyoda-ku, Tokyo; KINUGAWA Kazuhide, President and CEO) and JAPAN POST INSURANCE Co., Ltd. (Chiyoda-ku, Tokyo; SENDA Tetsuya, President, CEO, Representative Executive Officer) hereby present a report as in the attached, on the progress of the “Investigation of Rewritten Insurance Policies in Order to Regain Customers’ Trust”, which we have been implementing for some time.

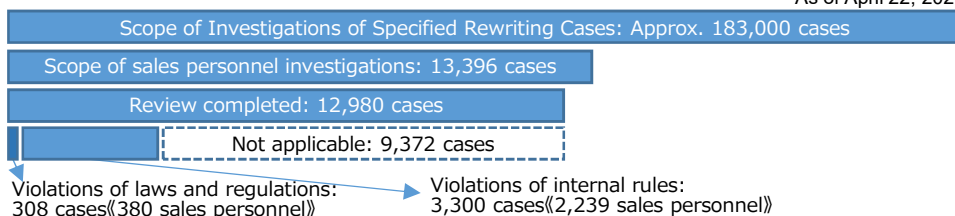
We would like to express our sincere apology to our customers and all other stakeholders for the concern and inconvenience this incident has caused, and all officers and employees of the Japan Post Group will continue to make Group-wide efforts to regain their trust.

1 Investigations of specified rewriting cases/ Investigations of all insurance policies

- In regard to the investigations of specified rewriting cases and the investigations of all insurance policies, we have mostly finished responding to customers as of the end of March 2020, except for cases that cannot be finished due to reasons attributable to customers.
- In regard to the sales personnel investigations in connection with the investigations of specified rewriting cases, we will have mostly completed the review of sales personnel investigations by the end of April. We have already started remedial training for the sales personnel who were identified to have violated laws and regulations or internal rules, based on the results of the sales personnel investigations in connection with the investigations of specified rewriting cases (442 personnel were subject to training as of April 20, 2020).
- In the investigations of all insurance policies, we have received a number of opinions including complaints and criticism in addition to requests for explanations about policy coverage and for various procedures. We have been confirming whether such opinions resulted from cases that may involve violations of laws and regulations or internal rules. As of April 13, 2020, we have identified 3,158 such cases, for which we will conduct sales personnel investigations and compensate customers for disadvantages experienced.

【Sales personnel investigations (investigations of specified rewriting cases)】

As of April 22, 2020



2 Additional investigation of all insurance policies

A 【Status of investigation of multiple policies】

- In regard to the customers who are to receive priority responses (897 policyholders), we have completed confirmations of policy coverage and customers' intentions with approximately 94% of them as of April 22, 2020. In regard to the customers other than those receiving priority responses (5,532 policyholders), we have completed confirmations of policy coverage and customers' intentions with approximately 81% of them, and we plan to complete confirmations of policy coverage with all applicable customers by around the end of April 2020, except for the cases that cannot be finished due to reasons attributable to customers.
- In regard to the part of investigations of multiple policies which has been implemented from last year*, we have taken disciplinary actions in the form of termination of solicitation operations against 75 personnel at present (including five retired personnel subjected to penalties equivalent to termination of solicitation operations). We plan to take disciplinary actions in the form of strict warnings against two personnel.

* Refer to the press-release dated June 27, 2019.

B 【Investigations other than the above investigation of multiple policies】

- In regard to the investigations other than the investigations of multiple policies, we started to contact the customers who have policies for high insurance premium or experienced policy rewriting such as a change of the insured or type of insurance through visiting by staff of Japan Post Insurance or sending letters to confirm intentions from March 2020.
- Going forward, in regard to the policyholders who have policy rewriting using a system to shorten the maturities of existing contracts, we plan to complete the confirmation of customers' intentions by around the end of June 2020.

Status of progress of policy investigations in order to regain customers' trust

■ Status of investigations of multiple policies

As of April 22, 2020

Status of contact, and confirmations of policy coverage	Customers who are to receive priority responses(*1)		Customers other than those receiving priority responses(*2)	
	Number of applicable customers	Ratio of total	Number of applicable customers	Ratio of total
Customers whom we have been able to contact	855	95	4,707	85
Customers whose policy coverage and their intentions have been confirmed	846	94	4,463	81
In line with customers' intentions*3	353	39	2,366	43
Not in line with customers' intentions*4	493	55	2,097	38
Customers with whom we have already made appointments	9	1	244	4
Customers with whom we are making appointments	42	5	825	15
Total	897	100	5,532	100

*1 Customers who have applied for 15 or more policies, of which half or more have been cancelled, in the last five years (from April 2014 to March 2019; the same hereinafter).

*2 Customers who have applied for 10 or more policies, of which 30% or more have been cancelled, in the last five years.

*3 Customers who cancelled or applied for policies in line with their intentions such as "for the financing of business", "for funds for home renovations", or customers' whose family members are sales personnel.

*4 Customers who cancelled or applied for policies not in line with their intentions because they followed the recommendation of post office staff or did not recognize cancellation or application for a new policy.

3 Home visits to regain customers' trust and to confirm policy coverage

- In addition to the above cases to be investigated, through providing home visits to regain customers' trust and to confirm policy coverage, we are listening carefully to customer's opinions and requests. Moreover we will aim to compensate customers for disadvantages caused by policy coverage which doesn't suit customers' intention sincerely.

As part of above activities, we will confirm the policy coverage by sending questionnaires for the approximately 1,800 corporate customers who experienced policy rewriting. (In the light of the growing effects of the novel coronavirus disease, we will confirm by sending a letter in May 2020.)

4 Continuing follow-up support and improvement of policy coverage confirmation activities

- We will continue to listen to our customers' voices through various methods, such as improvement of our ongoing efforts to confirm policy coverage and of the annual "Notification of Policy Coverage" documentation sent to customers. In addition, we will continue to strive to match more closely the intentions of our customers.

Measures in response to the growing effects of the novel coronavirus disease

- * Impact on policy investigations and sales personnel investigations

In light of the growing effects of the novel coronavirus disease, we are refraining from visiting our customers in the course of conducting the investigations of policies while continuing to provide explanations to customers through postal mail and phone calls. In regard to the sales personnel investigations, we have suspended our investigations by interviews, in principle. Should the effects of the novel coronavirus disease continue to grow, the progress of these investigations may be delayed.

- * Measures for our corporate customers

Given the current circumstances, we will send a written notice entitled "Notice Regarding Special Treatment Due to the Growing Effects of the Novel Coronavirus Disease" to all our corporate customers starting in May, as a follow-up service. This is to introduce a Japan Post Insurance initiative to help support the business operations of our corporate customers struggling with financing.