

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.



August 26, 2020

Company name: Japan Post Holdings Co., Ltd.
Representative: MASUDA Hiroya
Director and Representative Executive
Officer, President & CEO
(Code number: 6178, First Section of
the Tokyo Stock Exchange)
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Start of Operations Aimed at Regaining Customers' Trust

JAPAN POST HOLDINGS Co., Ltd. (Chiyoda-ku, Tokyo; MASUDA Hiroya, Director and Representative Executive Officer, President & CEO), JAPAN POST Co., Ltd. (Chiyoda-ku, Tokyo; KINUGAWA Kazuhide, President and CEO), JAPAN POST BANK Co., Ltd. (Chiyoda-ku, Tokyo; IKEDA Norito, Director, President and Representative Executive Officer) and JAPAN POST INSURANCE Co., Ltd. (Chiyoda-ku, Tokyo; SENDA Tetsuya, Director and President, CEO, Representative Executive Officer) hereby announce their plan to first commence operations aimed at regaining customers' trust in order to apologize to customers for inconveniences caused, and not immediately resume proactive sales activities, such as making proactive sales proposals of financial instruments, including Japan Post Insurance products, investment trust and allied financial instruments (variable annuity, medical insurance with eased underwriting conditions and accident insurance) at post offices, etc., from which they have been refraining since the last fiscal year.

The specific date on which such operations will commence will be announced when we have confirmed that the purpose of operations for regaining customers' trust has been thoroughly shared with and understood by employees.