

## 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.



March 25, 2020

Company name: Japan Post Holdings Co., Ltd.  
Representative: Hiroya Masuda  
Representative Executive Officer,  
President & CEO  
(Code number: 6178, First Section of  
the Tokyo Stock Exchange)  
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### **Life Insurance Sales Activities in April 2020 and Onwards**

JAPAN POST HOLDINGS Co., Ltd. (Chiyoda-ku, Tokyo; Hiroya Masuda, Representative Executive Officer, President & CEO), JAPAN POST Co., Ltd. (Chiyoda-ku, Tokyo; Kazuhide Kinugawa, President and CEO) and JAPAN POST INSURANCE Co., Ltd. (Chiyoda-ku, Tokyo; Tetsuya Senda, President, CEO, Representative Executive Officer) hereby report on the approach to be taken with respect to sales activities of Japan Post Insurance products in April 2020 and onwards.

We would like to express our sincere apology to our customers and all other stakeholders for the inconvenience caused, and all officers and employees of the Japan Post Group will continue to make every possible effort to regain their trust.

1 We have decided not to restart ordinary sales activities in the meantime after the end of the period (from January 1, 2020 to March 31, 2020) for which we were required to suspend sales activities under applicable administrative dispositions. In order to make necessary preparations such as setting the brochures those we have already removed from post offices and our branches, from April 1 to April 19, we will continue to take the same approach we have been taking during the period of administrative dispositions.

Beginning April 20, we will refrain from making proactive sales proposals at the post offices and our branches, as we had been doing until December 2019.

However, if we receive any applications for new policies from customers, we will explain the features of Japan Post Insurance products in detail and, following this process,

will accept customers' applications for Japan Post Insurance products in line with their intentions.

- 2 With regard to the restarting of ordinary sales activities for Japan Post Insurance products, Japan Post Group will make a careful decision in the future after consultation with external experts as necessary.