

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 31, 2020

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Status of Investigation of Rewritten Insurance Policies, Etc. at Japan Post Insurance

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) has been proceeding with the investigation of rewritten insurance policies as announced in the news release entitled "Business Improvement Plan" dated January 31, 2020, and hereby announces the status of its progress, etc. as per the attachment.

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.

<Compensation for customers in the investigations of policies by Japan Post Insurance>

- ◎ Pursuant to the following stance, the Japan Post Group as a whole will continue to promptly take measures in accordance with customers' intentions in response to their requests for compensation.

Basic policy

We will continue to strive to quickly compensate customers who have experienced disadvantages in accordance with their intentions through appropriate internal judgement, except for cases clearly not involving disadvantages to customers.

- We have been expediting our investigations of policies since August 2019, and these investigations have been completed as of the end of March as follows.
 - **In regard to the investigations of specified rewriting cases, 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 addition, in regard to 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.**
 - **Additional investigations** of all insurance policies which we started in February 2020 are scheduled to be completed **by the end of June 2020, and we are proceeding on scheduled.**
- In compensating customers for disadvantages experienced, we have received a variety of customer's requests, such as "I still need a portion of my insurance and want to keep that portion", so we have been carefully and individually confirming the customers' intentions according to their needs.
- We have received inquiries from many customers, and are expediting the process in accordance with the above policy. **We plan to take various measures to compensate customers by around the end of June 2020.**

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

1 Investigations of specified rewriting cases

【Status of confirmation of customers' intentions】

As of March 22, 2020

Confirmation of customers' intentions	Number of applicable customers	Ratio of total	Progress from announcement on January 31	Announced on January 31	
				Number of applicable customers	Ratio of total
Customers who have been contacted	154 thousand	99%	125	154 thousand	98%
Customers whose intentions have been confirmed	134 thousand	86%	1,868	132 thousand	85%

【Status of policy reinstatement initiatives】

As of March 22, 2020

Confirmation of customers' intentions	Number of applicable customers	Progress rate	Progress from announcement on January 31	Announced on January 31
				Number of applicable customers
Customers who have requested detailed explanations ...A	48,100		653	47,447
Number of cases for which explanation, etc. have been provided (*1) ...B	44,814	(B/A) 93.2%	10,757	34,057
Customers who have requested reinstatement (*1,2) ...C	39,319	(C/B) 87.7%	17,182	22,137
Customers for whom we have finished the process for reinstatement (*1,2,3) ...D	37,813	(D/C) 96.2%	16,819	20,994

*1 Including 5,176, customers who no longer require detailed explanations.

*2 Including 5,419 customers who initially requested reinstatement, but who decided not to reinstate after hearing explanations.

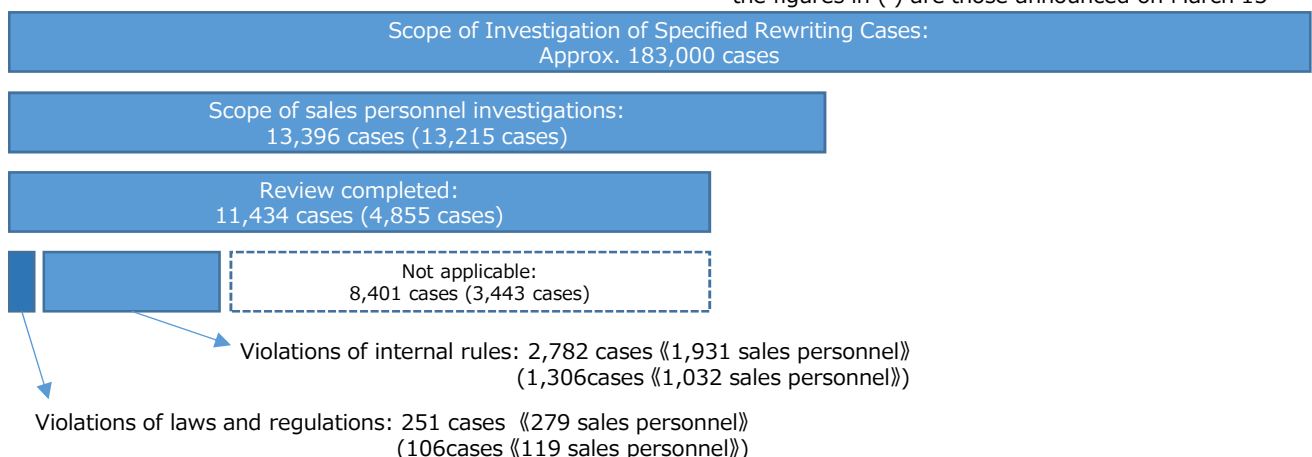
*3 Including 69 customers who received explanatory documents for reinstatement, but who eventually withdrew requests for reinstatement.

【Status of sales personnel investigations】

We have finished the interviews of sales personnel, and judging whether or not violations of laws and regulations or internal rules occurred in the solicitation process as of the end of March 2020, except for cases requiring customer reconfirmation, etc.

As of March 25, 2020

the figures in () are those announced on March 13



2 Investigation of all insurance policies

- We have received approximately 1.01 million replies to postcards sent to approximately 19 million customers, and we nearly plan to complete customer response through home visits, phone calls and letters providing apologies and explanations by the end of March 2020.
- As of March 22, in regard to opinions from customers, we have identified 2,206 cases that may involve the violation of laws and regulations or of internal rules. For these cases, we will conduct sales personnel investigations and compensate customers for disadvantages experienced as necessary.

3 Additional investigation of all insurance policies

【Status of investigation of multiple policies】

As of March 22, 2020

Status of contact, and confirmation of the 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	843	94	4,020	73
Customers whose policy coverage and their intentions have been confirmed	822	92	3,385	61
In line with customers' intentions*3	342	38	1,862	34
Not in line with customers' intentions*4	480	54	1,523	27
Customers with whom we have already made appointments	21	2	635	12
Customers with whom we are making appointments	54	6	1,512	27
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.

【Investigations except the above investigation of multiple policies】

- In regard to the investigations except the investigation of multiple policies, for the customers who have policies for high insurance premium or experienced policy rewriting such as a change of the insured or type of insurance, we will confirm customers' intentions and policy coverage by various measures, such as through phone calls and home visits, by the end of June 2020.

4 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 experienced sincerely for cases those we have to reconfirm customers' intention.

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

- We will continue to listen to our customers' voice 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.