

**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.



February 9, 2021

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)  
Contact: IR Office (Phone: +81-3-3477-0206)

**Notice Regarding Operations at JAPAN POST INSURANCE's  
Directly-managed Offices**

JAPAN POST HOLDINGS Co., Ltd. (Chiyoda-ku, Tokyo; MASUDA Hiroya, Director and Representative Executive Officer, President & CEO) and JAPAN POST INSURANCE Co., Ltd. (Chiyoda-ku, Tokyo; SENDA Tetsuya, Director and President, CEO, Representative Executive Officer; hereinafter, “we” ) hereby announces that they have decided to reconsider the scope of operations targeting corporate clients at our directly-managed offices as follows.\*

Our directly-managed offices mainly offer life insurance products (corporate contracts) to corporate clients with the aim of enhancing the benefit packages offered by such clients.

Since October 5, 2020, as part of our “operations aimed at regaining customers’ trust,” we have provided explanations to our existing corporate clients such as our “Commitment to Regain Customers’ Trust”, as well as additional enrollment procedures in order to maintain their employee benefit programs, and explanations and proposals on insurance products to customers who have requested them. In this process, we have received a variety of requests from our customers for regular visits and proposals. As the insurance needs of corporate clients tend to rise in the month of March, we would like to respond to client's requests in a timely manner.

On and after February 10, 2021, In addition to our previous activities, we will provide information and proposals on insurance products and services to customers whom we have visited before or those who have requested for explanations, while giving top priority to

solicitation quality.

In addition, we will continue to refrain from visiting or informing new customers whom we have never visited before.

※Our directly-managed offices mainly offer insurance products for corporate clients, and post offices mainly offer insurance products for individual customers.

In this case, we disclose about a reconsideration of the scope of operations related to the handling of corporate contracts at our directly-managed offices.