

UNOFFICIAL TRANSLATION

Although Japan Post Insurance 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.

September 11, 2020

Company name: JAPAN POST INSURANCE Co., Ltd.

Representative: SENDA Tetsuya, Director and President, CEO, Representative Executive Officer

Stock exchange listing: Tokyo Stock Exchange First Section (Code Number: 7181)

(Update on the Previous Disclosure)

Start Date of Operations Aimed at Regaining Customers' Trust

JAPAN POST INSURANCE Co., Ltd. ("Japan Post Insurance"; Chiyoda-ku, Tokyo; SENDA Tetsuya, Director and President, CEO, Representative Executive Officer), JAPAN POST HOLDINGS Co., Ltd. (Chiyoda-ku, Tokyo; MASUDA Hiroya, Director and Representative Executive Officer, President & CEO) and JAPAN POST Co., Ltd. (Chiyoda-ku, Tokyo; KINUGAWA Kazuhide, President and CEO) announced on August 26, 2020 their plan to commence operations aimed at regaining customers' trust in order to apologize to customers for inconveniences caused as for Japan Post Insurance product for which they have refrained from making proactive sales proposals since the last fiscal year, with the specific date on which operations aimed at regaining customers' trust would commence to be announced at another time, in the release entitled "(Update on the Previous Disclosure) Start of Operations Aimed at Regaining Customers' Trust."

We hereby announce that we will commence operations aimed at regaining customers' trust from October 5, 2020.

An announcement will be made promptly if further related matters due for disclosure arise.