

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.

August 26, 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 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) 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 Japan Post Insurance products at post offices and Japan Post Insurance branches, 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.

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