

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 30, 2019

Company name: JAPAN POST INSURANCE Co., Ltd.

Representative: Mitsuhiro Uehira, Director and President, CEO, Representative Executive Officer

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

(Update on the Previous Disclosure)
Announcement Regarding Life Insurance Sales Activities

As announced in the release entitled “Life insurance sales activities for the time being Relating to the Rewriting of Insurance Policies” dated July 14, 2019, JAPAN POST INSURANCE Co., Ltd. (“Japan Post Insurance”; Chiyoda-ku, Tokyo; Mitsuhiro Uehira, Director and President, CEO, Representative Executive Officer), JAPAN POST HOLDINGS Co., (“Japan Post Holdings”; Chiyoda-ku, Tokyo; Masatsugu Nagato, Director and President, CEO, Representative Executive Officer) and JAPAN POST Co., Ltd. (“Japan Post”; Chiyoda-ku, Tokyo; Kunio Yokoyama, President and CEO) have been refraining from proactive sales proposals of post offices and Japan Post Insurance’s branches for the time being (July to August) in order to place first priority on responding to inquiries and requests for visits from customers. We are hereby announcing the approach to be taken for September and onwards as per the attachment.

At this time, Japan Post Insurance is not modifying our financial forecast or dividend forecast for the Fiscal Year Ending March 31, 2020 announced on May 15, 2019, because we anticipate the financial impact from declines in new policies written and additional costs for investigation will be partially offset by decreased expenses for sales and underwriting, and because of our current favorable investment performance.

In addition, Japan Post Insurance anticipates that the impact on our consolidated solvency margin ratio, which represents our financial soundness, will be immaterial based on the forecast referred to above. (Our consolidated solvency margin ratio as of the end of June 2019 is 1,198.5%.)

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

1. Initiatives on approaches to customers

(1) During September, we will place first priority on investigating all insurance policies and specified rewriting cases as announced in the release entitled “Investigation of Rewritten Insurance Policies and Initiatives for Improvement” dated July 31, 2019.

(2) As for the investigation of all insurance policies, we have been sending notification documents with reply cards to all policyholders (other than those that fall under the specified cases, approximately 19 million) from August 23, and will complete this process by the end of September.

Japan Post employees will continue responding to inquiries from customers who directly contact post offices by phone or by face to face meetings.

(3) As for the investigation of the specified rewriting cases, we have completed the sending of notification documents to the relevant policyholders (approximately 160 thousand) on August 29.

By early September, we will complete making first contact calls to all affected policyholders from our designated call center. For customers requiring a face to face explanatory meeting, Japan Post Insurance employees will meet with such customers to confirm the circumstances of the contract process and their intentions with regard to the reinstatement of their policies, and proceed accordingly.

We will make an interim report on the progress of the investigations at the end of September.

2. Systems and governance measures to avoid rewriting of insurance policies not in line with customers' intentions

In addition to the initiatives we have been implementing, we will be taking the following preventative measures to avoid a recurrence of this problem.

(1) From September, we will establish a system to ensure that the terms and contents of all contract applications are checked during both the application process at post offices and the underwriting examinations at Japan Post Insurance's Service Center. If we have concerns regarding the solicitation

process, we will directly confirm customers' intentions in a multilayered manner through phone calls by managers at post offices and phone calls and/or face to face meetings by Japan Post Insurance employees.

(2) For applications amounting to rewriting of previous policies, the process to create the documents for solicitation will be temporarily suspended at the systems level, and can be restarted only after managers at post offices reconfirm the customer's intentions and verify that the application was appropriate. We will introduce this system from September 24.

(3) For sales proposals of Japan Post Insurance's products, we had previously suspended proactive sales activities to elderly customers over the age of 80. From October 1, we will further refrain from proactive sales activities to customers over the age of 70. If such customers intend to apply for new policies due to reasons such as because of maturities of old policies, we will go ahead with proposals only in cases where their families are informed and consent.

In addition to the above, we will prepare for restarting sales activities through further measures such as enhancing steps to avoid multiple policies and reviewing our cancelation process.

3. Restart sales activities for Japan Post Insurance products

(1) We will continue to refrain from proactive sales proposals at post offices and Japan Post Insurance branches during September in order to prioritize implementing the initiatives described in 1 and 2 above.

(2) We will restart ordinary sales activities at post offices and at Japan Post Insurance's branches in stages from October 1, to the extent that it does not hinder our approaches to customers. This takes into account that we will finish shipping notification documents for our investigation of all insurance policies and making first contact calls for our investigation of the specified rewriting cases by the end of September, that we will make an interim report on the progress of the investigations at the end of September and that we will strengthen measures to avoid rewriting of insurance policies not in line with customers' intentions during September.