

## **Identification of New Coronavirus Infection**

On the evening of March 3, a temporary staff employee at our Kobe call center (Kobe City, Chuo Ward) was identified as infected with the new coronavirus. The individual's PCR test came back positive for the virus, taken after attending an event in Osaka where multiple participants also contracted the virus.

The temporary staff employee had no face-to-face interactions with customers. Kobe call center operations remain unaffected; furthermore, the Kobe call center is one of the Company's multiple call centers in Japan. Aflac Japan continues to operate as usual.

As an immediate response, we have taken the actions below to prevent infection spread and will take necessary measures such as facility disinfection, etc. in cooperation with the public health center in charge.

- Instructed the infected person to refrain from going to the office and continuously monitor the health recovery.
- Investigated past activities of the infected individual and identified persons in close contact with the infected individual
- Instructed the 10 people in close contact with the infected individual to stay at home for two weeks and continuously monitor their health conditions

Currently, the Company is implementing various measures to prevent spread of the infection - such as promoting staggered working hours, teleworking, limiting face-to-face internal meetings and trainings with multiple participants, restricting domestic and overseas business trips. We will place securing safety of our customers and employees at the highest priority.

We will continue to post further updates on our website as appropriate.

END

## Forward-looking Information

*The Private Securities Litigation Reform Act of 1995 provides a “safe harbor” to encourage companies to provide prospective information, so long as those informational statements are identified as forward-looking and are accompanied by meaningful cautionary statements identifying important factors that could cause actual results to differ materially from those included in the forward-looking statements. Aflac Incorporated and its subsidiaries, including Aflac Life Insurance Japan Ltd. (collectively, the “Company”) desire to take advantage of these provisions. This current report and the press release attached hereto as Exhibit 99.1 contain cautionary statements identifying important factors that could cause actual results to differ materially from those projected herein, and in any other statements made by Company officials in communications with the financial community and contained in documents filed with the Securities and Exchange Commission (SEC). Forward-looking statements are not based on historical information and relate to future operations, strategies, financial results or other developments. Furthermore, forward-looking information is subject to numerous assumptions, risks and uncertainties. In particular, statements containing words such as “expect,” “anticipate,” “believe,” “goal,” “objective,” “may,” “should,” “estimate,” “intends,” “projects,” “will,” “assumes,” “potential,” “target,” “outlook” or similar words as well as specific projections of future results, generally qualify as forward-looking. The Company undertakes no obligation to update such forward-looking statements.*

*The company cautions readers that the following factors, in addition to other factors mentioned from time to time, could cause actual results to differ materially from those contemplated by the forward-looking statements:*

- *ability to attract and retain qualified sales associates, brokers, employees, and distribution partners*
- *events related to the ongoing Japan Post investigation and other matters*
- *competitive environment and ability to anticipate and respond to market trends*
- *deviations in actual experience from pricing and reserving assumptions*
- *ability to continue to develop and implement improvements in information technology systems*
- *defaults and credit downgrades of investments*
- *exposure to significant interest rate risk*
- *concentration of business in Japan*
- *limited availability of acceptable yen-denominated investments*
- *failure to comply with restrictions on policyholder privacy and information security*
- *interruption in telecommunication, information technology and other operational systems, or a failure to maintain the security, confidentiality or privacy of sensitive data residing on such systems*
- *catastrophic events including, but not necessarily limited to, epidemics, pandemics, tornadoes, hurricanes, earthquakes, tsunamis, war or other military action, terrorism or other acts of violence, and damage incidental to such events*
- *difficult conditions in global capital markets and the economy*
- *ability to protect the Aflac brand and the Company's reputation*
- *extensive regulation and changes in law or regulation by governmental authorities*
- *foreign currency fluctuations in the yen/dollar exchange rate*
- *tax rates applicable to the Company may change*
- *decline in creditworthiness of other financial institutions*
- *significant valuation judgments in determination of amount of impairments taken on the Company's investments*
- *U.S. tax audit risk related to conversion of the Japan branch to a subsidiary*
- *subsidiaries' ability to pay dividends to the Parent Company*
- *decreases in the Company's financial strength or debt ratings*
- *inherent limitations to risk management policies and procedures*
- *concentration of the Company's investments in any particular single-issuer or sector*
- *differing judgments applied to investment valuations*
- *ability to effectively manage key executive succession*
- *changes in accounting standards*
- *level and outcome of litigation*
- *allegations or determinations of worker misclassification in the United States*