

NEWS RELEASE

〒163-0456 東京都新宿区西新宿 2-1-1 新宿三井ビル



April 8, 2020

Special Measures for Customers Related to COVID-19 (Additional Support)

In accordance with the increase in COVID-19 patients, Aflac Life Insurance Japan Ltd. (President and Representative Director: Masatoshi Koide) is implementing the following measures for claims payments as well as the expansion of non-face-to-face medical consultations through the internet and phone for the purpose of mitigating COVID-19's impact on medical care systems and preventing infection within hospitals.

Measures

1. Measures for hospitalization benefits in medical coverage

Despite that hospitalization is necessary for [treatment of] COVID-19, hospitalization benefits shall be paid for the period attested by a physician, etc. if you are receiving medical treatment at home, at an accommodation or a temporary facility, etc. under the supervision of a physician, etc., due to circumstances at a medical facility.

Also, hospitalization benefits shall be paid for the period attested by a physician, etc. in the following cases: (1) if you receive treatment by a physician at a temporary facility because you cannot immediately be hospitalized due to impacts from COVID-19, and (2) if you receive treatment by a physician upon moving to a temporary facility because you had to be discharged from the hospital before the originally-planned discharge date. This measure is not limited only to policyholders who are afflicted with COVID-19.

2. Measures for medical consultations by phone or online

If a customer consults with a doctor over the phone, using the internet at home, or other remote methods in lieu of visiting a hospital, the consultation will be covered by our outpatient benefits if the day of the consultation falls within the period of outpatient coverage.

For any inquiries about these special measures, please contact the number below. For information on other measures relating to COVID-19, please see the Appendix.

End

<p><u>Inquiries: Aflac Claims Call Center</u> <u>0120-555-877</u> (Calls can be made from cell phones) Available hours: Monday to Friday 9:00-17:00 (Excluding holidays and year-end/New Year's holidays)</p>

NEWS RELEASE

〒163-0456 東京都新宿区西新宿 2-1-1 新宿三井ビル



March 19, 2020

Special Measures for Customers Related to COVID-19

We would like to express our heartfelt sympathies to all those who have been afflicted with COVID-19 and affected by its spread. We sincerely hope that COVID-19 patients will recover as soon as possible.

Aflac Life Insurance Japan Ltd. (President and Representative Director: Masatoshi Koide) is implementing the following special measures for customers impacted by the COVID-19 outbreak.

1. Extension of grace period for premium payments

(Applicable to policyholders affected by COVID-19)

For customers experiencing difficulties in paying premiums, we will extend the premium payment deadline for up to 6 months via customer application. A maximum extension up to September 30, 2020 may be granted.

2. Simplified claims/benefits filing procedures and policy loan application procedures

(Applicable to beneficiaries filing for claims/benefits, policyholders requesting policy loans) Swifter payment of claims/benefits and policy loans will be made by omitting certain documents required for filing claims and other processes.

3. Waiver of interest on policyholder loans

(Applicable to policyholders who take out new policy loans)

When taking out a new policy loan, interest will be waived (0.0% applicable interest rate) for a loan amount within the range stipulated in provisions and regulations. Please note that this applies only to insurance policies that have the policy loan option (namely, ordinary insurance, individual annuity, education annuity, etc.).

Note: This is not applicable to products with no policy loan option, such as cancer, medical, and other such insurance.

Period

Applicable period for interest waiver: Until September 30, 2020

Period for acceptance of new loans: March 18, 2020 to May 31, 2020

If you have any inquiries or would like to apply for these special measures, please contact the number below. For information on other measures related to COVID-19, please see the Appendix.

Inquiries: Aflac Call Center

0120-016-830

(Calls can be made from cell phones.)

Available hours: Monday to Friday 9:00-18:00, Saturday 9:00-17:00

(Excluding holidays and year-end/New Year's holidays)

(Calls will be taken on Saturdays starting March 28.)

Measures Related to COVID-19

In view of the spread of COVID-19, Aflac Life Insurance Japan Ltd. would like to notify you of our measures for claims/benefits filed on Aflac products and on supplementary services for our products.

1. Measures for benefits in medical coverage

COVID-19 qualifies as a "disease" covered for payment under hospitalization benefits. The hospitalization benefit provides payment if treatment by a physician is required and you are hospitalized in a medical facility due to difficulties in receiving treatment at home, etc. Therefore, regardless of a positive or negative test result, a hospitalization benefit can be paid if you are hospitalized in a medical facility on the orders of a physician.

Moreover, an outpatient benefit can be paid if any outpatient visits are made during the outpatient coverage period accompanying the hospitalization.

The hospitalization benefit in principle provides payment even if you are treated by a physician at a temporary (hospital-grade) facility if hospitalization after infection is not immediately available due to the circumstances at medical facilities.

2. Measures for death benefits, accidental death benefits, etc.

In the event of death from COVID-19, payment will be provided under death benefit as death by disease. However, COVID-19 does not fall under the category of "prescribed infectious diseases" covered for payment under Aflac's accidental death benefit and similar benefits. As such, it is not presently covered for payment under the accidental death benefit/accident serious disability benefit, such as the double accidental death rider, etc.

3. Measures for claims

If documents required for filing claims are difficult to prepare, such as not having the hospitalization receipt in your possession, each case will be handled flexibly by considering individual circumstances.

4. Measures for supplementary services

The ["Online Medical Consultation Service"^{*1} \(Provided by Medical Note, Inc.\)](#) provided as an exclusive service to Aflac policyholders, also accepts consultations related to COVID-19. "Online Medical Consultation Service" is a service in which free^{*2} consultations can be made online to specialists, primarily physicians. Medical Note is a service that provides the latest reliable medical information based on the cooperation of over 2,000 physicians and specialists, and up to 800 medical facilities. Overseen by physicians, it also provides accurate medical information on COVID-19.

The ["24 hour Telephone Health Counseling Service"^{*3} \(Provided by Wellness Medical Information Center\)](#) has nurses available to answer questions about COVID-19.

^{*1} To use the service, you must sign up on ["Aflac Yorisou Net,"](#) Aflac's [Exclusive Policyholder Website](#).

^{*2} Consultations are free of charge for up to 10 times a month.

^{*3} For those with general questions about COVID-19, this service provides counseling about clinical conditions, infection prevention, when to seek medical care, treatment methods, etc., based on announcements by the Ministry of Health, Labour and Welfare, and the National Institute of Infectious Diseases. If the consultation is about potential infection, such as being in close contact with an infected person, guidance will be provided to a local government telephone consultation center for returnees and people with potential exposure to COVID-19.

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. The company desires to take advantage of these provisions. This document contains 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. 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. Aflac 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:

- the effects of major public health issues, specifically the novel coronavirus COVID-19
- 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 (such as the coronavirus COVID-19, 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