

# NEWS RELEASE

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## **Special Measures for Customers Related to COVID-19 Additional special measures to extend the premium payment grace period**

We would like to express our heartfelt sympathies to everyone affected by COVID-19. We sincerely hope that the situation subsides as soon as possible and we wish you all good health.

Aflac Life Insurance Japan Ltd. (President and Representative Director: Masatoshi Koide) has been implementing a special measure for customers affected by COVID-19 whereby the premium payment grace period will be extended for up to 6 months. Aflac Japan has decided to implement the additional special measure as follows:

- In light of the extensive impact from the spread of COVID-19, Aflac Japan has implemented a special measure since March 2020 to allow for a delay of premium payments for up to 6 months for continuing policies.
- Customers who applied for this special measure were required to have premiums incurred during the grace period paid in full by the last day of the grace period (September 30, 2020) in order to continue their policies.
- However, in consideration of the magnitude of the impact of COVID-19, Aflac Japan will implement an additional special measure in which the payment grace period can be extended until April 30, 2021 for customers who are experiencing difficulty in paying incurred premiums in full by the last day of the current grace period (September 30, 2020). The premiums incurred during the grace period can also be paid in installments.

To apply for this special measure or inquire about details, please contact the number below.

END

**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)

## 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 (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. 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 COVID-19 and any resulting economic effects and government interventions on the Company’s business and financial results
- 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