

As of May 16, 2016

In response to the Earthquake Centered in the Kumamoto Region of Kumamoto Prefecture 2016, financial institutions take countermeasures as follows.

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| 1 | Simplification and relaxation of the payment procedure for deposits by depository institutions | Each financial institution is prepared to simplify identity verification in the payment of the deposits when passbooks are lost, and to respond to early withdrawal if needed. | April 15 |
| 2 | Deferment of payment of life insurance premiums and facilitation of payment of insurance claims by life insurance companies | Life insurance companies decided to pay insurance claims as defined by insurance contracts without application of certain disclaimers in case of earthquakes, to defer the payment of life insurance premiums and to simplify the payment procedure of insurance claims without sufficient required documents. | April 15 |
| 3 | Deferment of payment of general insurance premiums and facilitation of payment of insurance claims by general insurance companies | General insurance companies decided to defer the payment of general insurance premiums and to defer the continuation procedure of insurance contracts for up to six months for those affected by the disaster. | April 15 |
| | | General insurance companies strengthened systems for prompt payments by an increase in the number of staff members in call centers and dispatch of insurance investigators, etc. | April 15 |
| | | General insurance companies decided to defer the continuation procedure of auto liability insurance for up to one month in line with the deference of car inspection procedure for up to one month decided by the Ministry of Land, Infrastructure, Transport and Tourism. They also determined to defer the payment of premiums for auto liability insurance for up to six months. | April 18 |
| 4 | Flexible procedures as to selling securities by securities companies | Securities companies are prepared to respond to paying out in selling securities even before the delivery date. | April 15 |

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| 5 | Holiday duties of financial institutions | Each financial institution currently accepts financial consultations from those affected by the disaster by setting up temporary consultation service desks since April 16 (Most recently, six financial institutions set up 15 desks on May 7 and 8. FSA also announced it through its website.) | April 16 |
| 6 | Treatment in the bank transfer fee for monetary donations by various self-regulatory organizations | The Japan Bank Association, the Regional Banks Association of Japan and the Second Association of Regional Banks and others made bank transfers for monetary donations between their member banks a free service. | April 18 |
| 7 | Deference of dishonoring of securities by the Japan Bank Association | The Japan Bank Association sent a notice on deference of dishonoring of securities to each prefecture banking association. | April 18 |
| 8 | Extension of deadline for announcement of financial statements for listed companies affected by the disaster (Tokyo Stock Exchange) | Tokyo Stock Exchange notified all listed companies that those affected by the disaster may extend the 45-day period for announcement of financial statements. | April 19 |
| 9 | Timely and appropriate measures taken by money lenders | The Japan Financial Service Association requested its member money lenders to cope with consultations from those affected by the disaster politely. | April 19 |
| 10 | Special treatment for credit records of those affected by the disaster | <p>The Japan Credit Information Reference Center Corp. and CIC take special treatments as follows.</p> <ol style="list-style-type: none"> 1. to turn into a free service commission fees incidental to request on disclosure of their own credit records from those affected by the disaster 2. to facilitate money lenders' compassionate attitudes towards those affected by the disaster by adding to their credit records the fact that they are inhabitants of those areas affected by the disaster. <p>The Personal Credit Information Center operated by the Japanese Bankers Association takes special treatments including:</p> <ul style="list-style-type: none"> - conducting flexible operations regarding the filing of credit information of those affected by the earthquake. - making commission fees incidental to requests for disclosure of own credit records from those affected by the earthquake regarding consumers' credit files, etc. a free service. | April 19 and 20 April 21 |

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| 11 | Reduction or waiving of policy loan interest rates for life insurance | Some life insurance companies decided to waive policy loan interest rates for life insurance policy holders who live in the areas under the application of the Disaster Relief Act. | April 20 and after |
| 12 | Speeding up of the payment of earthquake insurance claims | General insurance companies decided to simplify the payment procedure and the damage assessment procedure in order to speed up the payment of earthquake insurance claims. | April 22 and after |
| 13 | Japanese Bankers Association's (JBA's) prompt and comprehensive actions for those affected by the earthquake | The JBA announced its flexible and prompt actions for those affected by the earthquake including: - Conducting flexible operations regarding the withdrawal of deposits etc. in response to the "Financial Countermeasures for the Earthquake Centered in the Kumamoto Region of Kumamoto Prefecture 2016" - Provision of free bank transfer service for donations for earthquake recovery between its member banks - Conducting flexible operations in implementing the Guidelines for the adjustment of debts for those affected by natural disasters. | April 22 |
| 14 | Publication of the number of payments of earthquake insurance claims-by the General Insurance Association of Japan | The General Insurance Association of Japan publishes the number of payments of earthquake insurance claims by each general insurance company. | April 25 |

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| 15 | Special treatment for hospitalization benefits | Some life insurance companies decided to pay hospitalization benefits even since the date of getting injured if the situation does not allow those affected by the disaster to be admitted to a hospital immediately (under the application of the Disaster Relief Act). | April 25 and after |
| 16 | Additional treatment by each general insurance company | Each general insurance company began to take additional special treatment concerning cancellations of refunds, etc. | April 26 |
| 17 | Public announcement of their response to victim's certificates by insurance companies | The General Insurance Association of Japan and the Life Insurance Association of Japan made it clear that they do not require victim's certificates in insurance claims. | April 27 |
| 18 | Special treatment of victim's certificates by depository institutions | Depository institutions in the earthquake-affected areas announced their flexible operations regarding the submission of victim's certificates by those who are affected by the earthquake and want to get loans,etc. | April 27 and after |

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| 19 | Establishment of a system in line with the Guidelines for Consolidation of Debt Caused by Natural Disasters | The JBA announced that it allowed those affected by the earthquake to submit the victim's certificates even after the procedure for the adjustments of debts starts. | April 28 |
| 20 | Asisstance provided by REVIC to the corporations in the disaster-stricken areas | Regional Economy Vitalization Corporation of Japan (REVIC) established Kumamoto Office to help restore and revitalize the corpotations in the disaster-stricken areas in collaboration with regional financial institutions. | May 10 |