

(Provisional translation)

Notification No.615 issued by the Supervision Bureau,
Financial Services Agency
March 13, 2020

To Chairman, The Life Insurance Association of Japan
To Chairman, The General Insurance Association of Japan
To Chairman, Foreign Non-Life Insurance Association of Japan
To Chairman, The Small Amount & Short Term Insurance Association of Japan

KURITA Teruhisa,
Director-General, Supervision Bureau,
Financial Services Agency

Measures that insurance companies are required to implement in response to
the COVID-19 (Novel Coronavirus) infection (Requests)

In light of the ongoing spread of the COVID-19 infection, it may become difficult to conduct face-to-face contract signing between the insurer and the insured due to the circumstances of either or both of the parties.

Insurance companies are requested to implement measures such as those listed below, if needed. In implementing these measures, insurance companies should provide appropriate support to insurance agents facing the above-mentioned difficulty and should pay attention to ensure smooth continuation of their insurance contract, taking into account the situation of the policyholders in terms of protecting customers.

- (1) Implement appropriate measures, such as a grace period for payment of premiums and policy renewal;
- (2) While displayed in branches/offices, distribute information on the measures above as widely as possible, including to insurance policyholders; and
- (3) If you decide to stop providing over-the-counter services and/or to take other emergency measures, promptly distribute information on such measures, including the names of branches/offices that will implement them, to all customers by means of posters and other forms displayed in branches/offices, as well as by posting the information on newspapers and your website.

We appreciate your cooperation in responding to the request above and other requests regarding the COVID-19 infection that have been made by the Financial Services Agency.