

Name of Listed Company: MS&AD Insurance Group Holdings, Inc.
Name of Representative: Noriyuki Hara, President & CEO
(Securities Code: 8725, Tokyo Stock Exchange and Nagoya Stock Exchange)
Contact: Corporate Communications and Investor Relations Dept.
<https://www.ms-ad-hd.com/en/ir/contact.html>

Administrative Actions by the Financial Services Agency against subsidiaries of MS&AD Insurance Group Holdings

Mitsui Sumitomo Insurance Co., Ltd. ("MSI", President: Shinichiro Funabiki) and Aioi Nissay Dowa Insurance Co., Ltd. ("ADI", President: Keisuke Niino), subsidiaries of MS&AD Insurance Group Holdings, Inc. ("the Company"), were issued administrative actions (Business Improvement Order) today by the Financial Services Agency of Japan ("FSA") pursuant to Article 132, Paragraph 1 of the Insurance Business Act for conduct considered to be in conflict with the Antimonopoly Act, inappropriate conduct in light of the purpose of the Act, and system issues underlying such conduct.

The Company, MSI, and ADI take the administrative actions very seriously and apologize for inconvenience or concern this situation may have caused our customers and other stakeholders. We will make every effort to make improve and prevent recurrence, and work hard to restore the trust of customers and other stakeholders.

MSI and ADI plan to submit respective improvement plans to FSA in accordance with the business improvement order in due course, and will announce them once they are submitted.

[Summary of the administrative actions from FSA]

- (1) Implement the following in order to ensure the sound and appropriate management of operations.
 - ① Clarify the management responsibility in light of the administrative actions
 - ② Further identification, investigation of cases considered to be in conflict with the Antimonopoly Act and cases where inappropriate acts were committed in light of the purpose of the Act
 - ③ Consideration and implementation of measures to create the system for proper competition in corporate insurance, including coinsurance contracts
 - ④ Establishment of appropriate business operation and insurance underwriting system (in light of the purpose of laws and regulations such as the Antimonopoly Act, including the formulation of business targets that do not serve as incentives for inappropriate behavior and the formulation of measures to conduct business activities that can provide appropriate insurance premiums in accordance with risks)
 - ⑤ Establishing an appropriate legal compliance system to comply with the Antimonopoly Act, etc. (including adequate training for relevant personnel including those who are in production department and agencies and the establishment of an appropriate supervisory system)
 - ⑥ Cultivation of a sound corporate culture that places importance on compliance and customer protection (including measures to rectify its corporate culture that prioritizes its own interests over compliance with important laws such as the Antimonopoly Act)
 - ⑦ Drastic enhancement of business management (governance) to steadily implement the above measures and establish them
- (2) Submit and immediately implement the business improvement plan related to (1) (excluding (1)②) above by February 29, 2024. Report the status of interim review by January 31, 2024. Report progress and improvements every three months by the 15th day of the following month until the business improvement plan is completed. (Initial reporting base date: end of May 2024).
- (3) Report the results of the investigation on (1)② above by February 29, 2024