

GENERAL INSURANCE IN JAPAN

FACT BOOK



FACT BOOK 2021-2022

GENERAL INSURANCE IN JAPAN

THE GENERAL INSURANCE ASSOCIATION OF JAPAN

WEB Information is also available on the GIAJ's website.
<https://www.sonpo.or.jp/en/>

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I

Key Figures of General Insurance for Fiscal 2021

1 The Number of General Insurance Companies

Total: **55**
 Domestic insurers: **33**
 Foreign insurers: **22**

As of Nov. 1, 2022, a total of 55 general insurance companies were operating in Japan. A total of 33 companies were licensed as domestic insurers, including foreign capital domestic insurers, while 22 companies were licensed as foreign insurers.

The number of people working in general insurance companies, including management, sales staff and temporary staff, was 87,425 as of April 1, 2022. (This figure is the total for GIAJ member companies.)

Domestic insurers: Licensed as domestic insurers

Foreign capital domestic insurers: Licensed as domestic insurers, which operate with foreign capital of 50% or more

Foreign insurers: Licensed on a branch or agency basis

Type of insurer	Domestic insurers	Foreign insurers
Operating direct and reinsurance business	31	10
Operating reinsurance business only	2	6
Operating P & I business	-	6
Total	33	22

2 Premiums Written

Direct premiums written: **9,670.9** billion yen
 Net premiums written: **8,806.3** billion yen

While the total direct premiums written in fiscal 2021, including the savings portion thereof, amounted to 9,670.9 billion yen (up 0.5% mostly due to increases both in marine and voluntary automobile insurance), the total net premiums written came to 8,806.3 billion yen (up 1.3%), mainly due to increases in voluntary automobile and fire premiums. (These figures are the totals for GIAJ member companies.)

Direct premiums written: gross direct premiums (including the savings portion of maturity-refund type insurance premiums) – various returns other than maturity refunds (including return premiums for cancellation, no claim returns, and return premiums resulting from the decrease of insurable risks)

Net premiums written: direct premiums written + inward reinsurance net premiums – outward reinsurance net premiums – savings portion of maturity-refund type insurance premiums

Direct premiums written



Net premiums written



3 Amount of Claims Paid

Net claims paid:

4,711.2 billion yen

Net claims paid: direct claims paid + inward reinsurance net claims paid – outward reinsurance claims received

Net claims paid during fiscal 2021 amounted to 4,711.2 billion yen, an increase of 3.2% compared with the previous term. This increase was mainly due to claim payments for the Earthquake that occurred off the Coast of Fukushima Prefecture in February 2021, as well as a rebound in payments for automobile insurance after a decrease in the number of accidents during the previous year. (These figures are the totals for GIAJ member companies.)

■ Net claims paid



4 Loss Ratio and Operating Expenses Ratio

Loss ratio:

59.3%

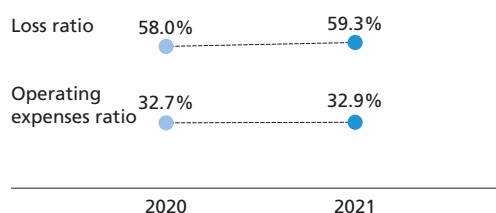
Operating expenses ratio:

32.9%

Loss ratio: The ratio of claims paid + loss adjustment expenses to net premiums written
Operating expenses ratio: The ratio of agency commission and brokerage + operating and general administrative expenses on underwriting to net premiums written

The loss ratio increased by 1.3 percentage points to 59.3% mainly due to the increase in net claims paid. The operating expenses ratio increased by 0.2 percentage points to 32.9% in fiscal 2021. (These figures are the totals for GIAJ member companies.)

■ Loss ratio / Operating expenses ratio



5 Assets and Investments

Total assets:

32,564.3 billion yen

Working assets:

29,310.6 billion yen

Total assets: The total of working assets and other assets (such as amounts due from the agency business, amounts due from other domestic insurance companies for reinsurance, etc.)

Working assets: Include deposits, call loans, monetary receivables bought, money trusts, securities, loans, real estate, etc.

Total assets increased by 0.7% to 32,564.3 billion yen, due to an increase in the amount of foreign securities and deposits. Working assets also increased by 0.7% to 29,310.6 billion yen. (These figures are the totals for GIAJ member companies.)

Total assets



Working assets



6 Ordinary Profits and Net Profits for the Current Year

Ordinary profits:

891.0 billion yen

Net profits:

670.8 billion yen

Ordinary profits: The total of (underwriting income – expenses) + (investment income – expenses) – other ordinary expenses

Net profits: The total of ordinary profits including special profits or losses minus corporate income taxes, corporate resident taxes, etc.

Ordinary profits for fiscal 2021 increased to 891.0 billion yen, an increase of 293.9 billion yen compared with the previous year. In addition, net profits for the current year increased to 670.8 billion yen, up by 233.2 billion yen from the previous year. (These figures are the totals for GIAJ member companies.)

Ordinary profits



Net profits



7 The Number of Agents and Sales Staff of Agents

Agents

(at the end of fiscal 2021):

160,463

Agent sales staff

(at the end of fiscal 2021):

2,003,511

The number of agents decreased by 2.9%, and the number of agent sales staff decreased by 1.8%.

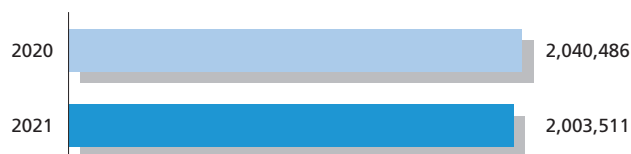
There were 160,463 general insurance agents of domestic and foreign general insurers and 2,003,511 sales staff were engaged in the insurance sales at the end of fiscal 2021.

The direct premium written through these agents occupied 90.7% of the total direct premiums written in fiscal 2021.

■ The number of agents



■ The number of agent sales staff



General insurance agent: A general insurance agent is commissioned by an insurance company, and sells insurance products to customers.

In Japan, an 'agent(s)' can refer to both an individual and a company/organization.

8 Ownership of General Insurance Policies

Earthquake:

34.6%

(at the end of 2021)

Voluntary Automobile (bodily injury liability):

75.1%

(at the end of fiscal 2020)

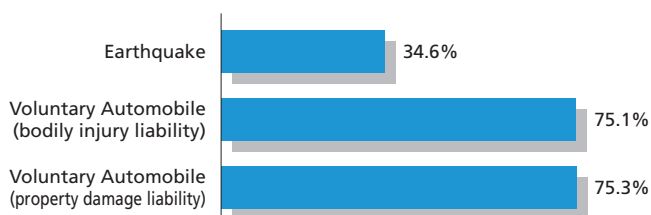
Voluntary Automobile (property damage liability):

75.3%

(at the end of fiscal 2020)

Ownership of Earthquake Insurance on Dwelling Risks represents the ratio of the number of earthquake insurance policies to the number of households on the Basic Resident Register in Japan. (69.0% of the fire insurance policyholders who took out or renewed policies in fiscal 2021 obtained Earthquake Insurance on Dwelling Risks coverage.)

■ Ownership by line



■ Ownership of Earthquake Insurance on Dwelling Risks Policies

	2017	2018	2019	2020	2021
Nationwide	31.2%	32.2%	33.1%	33.9%	34.6%

Source: General Insurance Rating Organization of Japan.
The data of cooperative (mutual aid) is not included.

■ Ownership of Voluntary Automobile Insurance

Fiscal Year	2016	2017	2018	2019	2020
Bodily Injury Liability	74.3%	74.6%	74.8%	75.0%	75.1%
Property Damage Liability	74.4%	74.7%	74.9%	75.1%	75.3%
Passengers' Personal Accident	27.9%	26.7%	26.3%	25.8%	25.4%
Physical Damage	43.8%	44.4%	45.1%	45.7%	46.2%
Bodily Injury Indemnity	68.7%	69.3%	69.8%	70.2%	70.6%

Source: General Insurance Rating Organization of Japan.
The data of cooperative (mutual aid) is not included.

II

Statistics

(Note: The figures in Table 1-5 and 7-9 are the totals for GIAJ member companies.)

WEB Information is also available on the GIAJ's website. <https://www.sonpo.or.jp/en/>

1. Income Statement

(in billions of yen & %)

Item	Fiscal 2020	Fiscal 2021	
	Amount	Amount	Growth
Ordinary Profits and Losses			
Underwriting Income	9,211.9	9,346.6	1.5
Net Premiums Written	8,692.7	8,806.3	1.3
Savings Portion of Maturity-refund type Insurance Premiums	243.1	207.0	-14.9
Underwriting Expenses	7,845.6	7,730.8	-1.5
Net Claims Paid	4,563.7	4,711.2	3.2
Loss Adjustment Expenses	478.6	513.7	7.3
Agency Commissions and Brokerage	1,568.1	1,592.6	1.6
Maturity Refunds to Policyholders	663.1	627.1	-5.4
Net Provision for / Net Reversal of Outstanding Loss Reserves	297.7	234.2	-21.3
Net Provision for / Net Reversal of Underwriting Reserves	124.8	-149.9	-220.2
Investment Income	654.7	776.6	18.6
Interest and Dividends Income	482.3	553.7	14.8
Profits on Sales of Securities	248.7	268.3	7.9
Investment Expenses	77.3	118.5	53.2
Losses on Sales of Securities	9.5	18.7	97.6
Losses on Revaluation of Securities	7.4	41.6	458.8
Operating and General Administrative Expenses	1,354.0	1,394.4	3.0
Operating and General Administrative Expenses on Underwriting	1,270.5	1,301.9	2.5
Other Ordinary Income and Expenses	7.5	11.4	52.2
Ordinary Profits	597.1	891.0	49.2
Underwriting Profits	92.7	310.7	235.3
Investment Profits	577.3	658.1	14.0
Special Profits and Losses Balance	-35.1	-21.9	—
Profits for the Current Year before Corporate Taxes	561.9	869.1	54.7
Corporate Income Taxes and Corporate Resident Taxes	220.0	233.7	6.2
Adjustments in Corporate Income Taxes, etc.	-95.6	-35.4	—
Total Income Taxes	124.4	198.3	59.5
Net Profits for the Current Year	437.6	670.8	53.3

Note: Underwriting Profits = Underwriting Income - Underwriting Expenses - Operating and General Administrative Expenses on Underwriting +/- other income and expenses

2. Abridged Balance Sheet

<Assets>

(in billions of yen & %)

Item	Fiscal 2020		Fiscal 2021	
	Amount	Share	Amount	Share
Deposits	2,283.1	7.1	2,450.7	7.5
Call Loans	21.1	0.1	30.0	0.1
Receivables under Resales Agreements	67.6	0.2	81.0	0.2
Receivables under Securities Borrowing Transactions	—	0.0	—	0.0
Monetary Receivables Bought	147.3	0.5	96.4	0.3
Money Trusts	62.1	0.2	41.7	0.1
Securities	24,122.4	74.6	24,347.0	74.8
National Government Bonds	3,804.5	11.8	3,578.1	11.0
Local Government Bonds	375.7	1.2	364.6	1.1
Corporate Bonds	2,937.6	9.1	2,895.3	8.9
Stocks	6,987.7	21.6	7,006.6	21.5
Foreign Securities	9,408.4	29.1	9,803.1	30.1
Other Securities	608.5	1.9	699.2	2.1
Loans	1,539.8	4.8	1,431.3	4.4
Real Estate	859.9	2.7	832.4	2.6
Total Working Assets	29,103.4	90.0	29,310.6	90.0
Other Assets	3,232.9	10.0	3,253.7	10.0
Total Assets	32,336.3	100.0	32,564.3	100.0

Note: "Other Assets" consists of 1) Cash in hand, 2) Furniture and fixtures, 3) Construction in progress, 4) Amounts due from agency business, 5) Amounts due from other domestic companies for reinsurance, 6) Customer's liability for acceptance and guarantee, 7) Deferred tax assets, and 8) Miscellaneous.

<Liabilities and Equities>

(in billions of yen & %)

Item	Fiscal 2020		Fiscal 2021	
	Amount	Share	Amount	Share
Underwriting Reserves	19,475.5	60.2	19,560.0	60.1
Outstanding Loss Reserves	3,841.5	11.9	4,075.8	12.5
Technical Provision	15,634.0	48.3	15,484.2	47.5
Others	—	—	—	—
Other Liabilities	4,940.9	15.3	4,919.2	15.1
Total Liabilities	24,416.4	75.5	24,479.2	75.2
Capital	732.1	2.3	744.5	2.3
Suspense Receipts on Capital Subscriptions	—	—	—	—
Additional Paid in Capital	618.8	1.9	627.5	1.9
Earned Surplus	2,485.6	7.7	2,646.8	8.1
Treasury Stock	-4.9	-0.0	-4.9	-0.0
Unrealized Gain on Securities, Net of Income Taxes	4,094.9	12.7	4,083.9	12.5
Deferred Gains and Losses on Hedge Transactions	0.8	0.0	-5.1	0.0
Land Revaluation Excess	-7.4	-0.0	-7.6	-0.0
Share Award Rights	—	—	—	—
Share Acquisition Rights	—	—	—	—
Total Equities	7,919.8	24.5	8,085.1	24.8
Total Liabilities and Equities	32,336.3	100.0	32,564.3	100.0

Note: "Other Liabilities" consists of 1) Amounts due to other domestic insurance companies for reinsurance, 2) Accrued taxes, 3) Convertible bonds, 4) Reserves for bad debts and for retirement allowance, 5) Acceptance and guarantee, and 6) Miscellaneous.

3. Direct Premiums Written by Line

(in millions of yen & %)

Class of Business	Fiscal 2018		Fiscal 2019		Fiscal 2020		Fiscal 2021	
	Amount	Growth	Amount	Growth	Amount	Growth	Amount	Growth
Fire	1,566,666	6.2	1,704,261	8.8	1,777,201	4.3	1,772,725	-0.3
Maturity-refund type	72,922	-17.2	51,313	-29.6	22,157	-56.8	17,750	-19.9
Voluntary Automobile	4,130,032	-0.0	4,185,270	1.3	4,275,597	2.2	4,307,175	0.7
Maturity-refund type	—	—	—	—	—	—	—	—
Personal Accident	977,039	-2.3	981,888	0.5	893,596	-9.0	876,861	-1.9
Maturity-refund type	240,808	-8.7	252,230	4.7	232,319	-7.9	199,434	-14.2
Miscellaneous Casualty	1,490,054	4.2	1,548,991	4.0	1,597,324	3.1	1,655,417	3.6
Maturity-refund type	70	159.3	-362	-617.1	-509	—	-1,138	—
Burglary	11,026	15.7	11,764	6.7	13,310	13.1	14,198	6.7
Glass	283	-4.4	259	-8.5	254	-1.9	257	1.2
Aviation	14,071	-8.0	18,947	34.7	15,609	-17.6	15,476	-0.9
Windstorm & Flood	—	—	—	—	—	—	—	—
Guarantee	11,081	0.5	11,476	3.6	11,346	-1.1	10,890	-4.0
Credit	29,670	2.4	36,197	22.0	38,080	5.2	37,564	-1.4
Workers' Accident Compensation Liability	161,392	3.3	169,363	4.9	176,277	4.1	180,908	2.6
Maturity-refund type	—	—	—	—	—	—	—	—
Boiler & Turbo-set	2,185	16.2	1,854	-15.1	2,051	10.6	2,074	1.1
Livestock	5,435	8.4	5,773	6.2	6,090	5.5	6,955	14.2
General Liability	607,019	3.2	629,300	3.7	634,327	0.8	652,897	2.9
Machinery & Erection	37,101	-1.8	37,244	0.4	37,574	0.9	36,721	-2.3
Shipowners' Liability for Passengers' Personal Accident	652	5.0	633	-2.9	607	-4.1	601	-1.0
Contractors' All Risks	52,777	3.5	57,106	8.2	58,036	1.6	57,689	-0.6
Atomic Energy	3,997	-9.4	3,284	-17.8	3,412	3.9	2,615	-23.4
Movables Comprehensive	131,150	17.3	139,881	6.7	152,455	9.0	165,412	8.5
Maturity-refund type	—	—	—	—	—	—	—	—
Miscellaneous Pecuniary Loss	370,191	2.4	359,995	-2.8	371,482	3.2	384,362	3.5
Maturity-refund type	70	159.3	-362	-617.1	-509	—	-1,138	—
Pet	51,966	13.2	65,846	26.7	76,356	16.0	86,738	13.6
Marine and Inland Transit	276,222	2.8	285,614	3.4	273,997	-4.1	309,095	12.8
Marine Hull	74,084	0.0	87,045	17.5	84,930	-2.4	89,262	5.1
Marine Cargo	133,086	3.4	125,489	-5.7	114,398	-8.8	142,712	24.8
Inland Transit	69,053	4.7	73,076	5.8	74,667	2.2	77,118	3.3
Subtotal	8,440,050	1.6	8,706,060	3.2	8,817,758	1.3	8,921,313	1.2
Compulsory Automobile Liability	973,916	0.1	965,334	-0.9	809,589	-16.1	749,542	-7.4
Grand total	9,413,966	1.5	9,671,394	2.7	9,627,347	-0.5	9,670,855	0.5
Maturity-refund type	313,800	-10.8	303,181	-3.4	253,967	-16.2	216,046	-14.9

Notes: 1. Figures include direct premiums written abroad.

2. Direct Premiums Written = gross direct premiums (including the savings portion of maturity-refund type insurance premiums) - various returns other than maturity refunds (including return premiums for cancellation, no-claim returns, and return premiums resulting from the decrease of insurable risks)

4. Net Premiums Written by Line

(in millions of yen & %)

Class of Business	Fiscal 2018		Fiscal 2019		Fiscal 2020		Fiscal 2021	
	Amount	Growth	Amount	Growth	Amount	Growth	Amount	Growth
Fire	1,184,885	3.0	1,280,652	8.1	1,469,280	14.7	1,507,141	2.6
Voluntary Automobile	4,054,817	-1.3	4,108,878	1.3	4,188,067	1.9	4,228,750	1.0
Personal Accident	687,536	-0.2	675,024	-1.8	620,535	-8.1	631,501	1.8
Miscellaneous Casualty	1,249,140	6.6	1,303,537	4.4	1,333,132	2.3	1,393,092	4.5
Marine and Inland Transit	253,470	2.1	262,166	3.4	242,640	-7.4	272,898	12.5
Marine Hull	62,721	1.0	70,632	12.6	60,298	-14.6	61,826	2.5
Marine Cargo	129,622	2.7	126,409	-2.5	116,737	-7.7	144,944	24.2
Inland Transit	61,119	1.9	65,122	6.5	65,599	0.7	66,125	0.8
Subtotal	7,429,894	0.8	7,630,303	2.7	7,853,694	2.9	8,033,432	2.3
Compulsory Automobile Liability	962,937	-4.7	979,119	1.7	839,045	-14.3	772,875	-7.9
Grand total	8,392,831	0.1	8,609,422	2.6	8,692,739	1.0	8,806,307	1.3

Note: Net Premiums Written = direct premiums written + inward reinsurance net premiums – outward reinsurance net premiums – savings portion of maturity-refund type insurance premiums

5. Direct Claims Paid by Line

(in millions of yen & %)

Class of Business	Fiscal 2018		Fiscal 2019		Fiscal 2020		Fiscal 2021	
	Amount	Growth	Amount	Growth	Amount	Growth	Amount	Growth
Fire	1,932,348	190.2	1,632,566	-15.5	1,209,238	-25.9	1,089,891	-9.9
Voluntary Automobile	2,311,703	5.7	2,326,317	0.6	2,061,692	-11.4	2,088,152	1.3
Compulsory Automobile Liability	721,925	-3.8	681,434	-5.6	605,743	-11.1	559,833	-7.6
Personal Accident	344,177	-1.2	343,054	-0.3	303,013	-11.7	300,847	-0.7
Miscellaneous Casualty	696,438	6.7	779,581	11.9	793,177	1.7	746,753	-5.9
Marine and Inland Transit	190,779	38.2	170,753	-10.5	135,372	-20.7	151,953	12.2
Total	6,197,409	30.7	5,933,742	-4.3	5,108,272	-13.9	4,937,470	-3.3

6. International Comparison of General Insurance Premium Volume (2020)

Country (Region)	Gross Direct Premiums			Gross Direct Premiums GDP		Per Capita Premiums	
	(in millions of USD)	Rank	Share (%)	(%)	Rank	(USD)	Rank
United States	1,897,883	1	54.39	9.00	2	5,754	2
PR China	308,330	2	8.84	2.10	29	214	48
Germany	151,995	3	4.36	4.00	8	1,827	8
Japan	120,308	4	3.45	2.40	23	951	21
United Kingdom	99,430	5	2.85	2.30	25	949	22
France	94,736	6	2.71	3.50	10	1,359	14
South Korea	87,565	7	2.51	5.20	4	1,691	10
Canada	85,234	8	2.44	5.20	5	2,243	5
Netherlands	73,609	9	2.11	8.10	3	4,223	3
Australia	48,266	10	1.38	3.60	9	1,880	7
Italy	43,361	11	1.24	2.30	26	721	28
Spain	41,396	12	1.19	3.20	15	871	26
Switzerland	30,859	13	0.88	4.10	6	3,557	4
India	26,741	14	0.77	1.00	68	19	81
Brazil	25,486	15	0.73	1.80	44	120	58
Belgium	22,939	16	0.66	2.70	18	1,187	16
Taiwan	22,150	17	0.63	3.40	12	938	24
Russia	15,352	18	0.44	1.00	69	105	63
Mexico	14,930	19	0.43	1.40	57	116	60
Austria	14,434	20	0.41	3.40	14	1,619	12
Other regions	264,604	—	7.58	—	—	—	—
Total/Average	3,489,608	—	100.00	4.10	—	449	—

Notes: 1. Figures are compiled by the GIAJ based on the "sigma No.3/2021" by Swiss Re.

2. Total (average) figures are the total (average) figures of 147 countries/regions in 2020.

3. Gross Direct Premiums include all premiums written by domestic and foreign companies within the country.

7. General Insurance Business of Overseas Consolidated Subsidiaries

Net Premiums Written of Overseas Consolidated Subsidiaries

(in millions of yen)

	Fiscal 2018	Fiscal 2019	Fiscal 2020	Fiscal 2021
	Amount	Amount	Amount	Amount
Direct Insurers	2,224,204	2,313,198	2,367,785	2,935,687
The Americas	1,037,201	1,001,374	996,487	1,251,178
Europe/ Middle East/ Africa	895,712	999,599	1,093,932	1,386,654
Asia/ Oceania	291,291	312,225	277,366	297,855
(Specialized) Reinsurers	180,019	222,966	226,667	284,787
Total	2,404,230	2,536,168	2,594,455	3,220,479

Net Claims Paid by Overseas Consolidated Subsidiaries

(in millions of yen)

	Fiscal 2018	Fiscal 2019	Fiscal 2020	Fiscal 2021
	Amount	Amount	Amount	Amount
Direct Insurers	1,172,698	1,219,255	1,170,543	1,346,724
The Americas	514,600	504,247	487,133	576,930
Europe/ Middle East/ Africa	510,903	553,747	549,627	628,951
Asia/ Oceania	147,195	161,261	133,783	140,843
(Specialized) Reinsurers	126,841	123,355	132,590	148,179
Total	1,299,545	1,342,615	1,303,137	1,494,908

Note: These figures show summation data of overseas consolidated subsidiaries whose parent companies are Japanese insurers or Japanese insurance holding companies. Offsetting internal transactions are not taken into consideration.

8. International Reinsurance Business

Outward Reinsurance Balance

(in billions of yen)

Fiscal Year	2018	2019	2020	2021
Premiums (paid)	919.2	995.3	1,037.1	1,074.1
Claims (received)	1,174.0	1,226.7	922.3	681.2
Balance	254.8	231.4	-114.8	-392.9

Notes: 1. Claims (received) include reinsurance commission.

2. Figures do not include those premiums underwritten by overseas subsidiaries.

Inward Reinsurance Balance

(in billions of yen)

Fiscal Year	2018	2019	2020	2021
Premiums (received)	409.7	433.0	432.1	493.9
Claims (paid)	360.2	371.6	338.1	393.1
Balance	49.5	61.4	94.0	100.8

Notes: 1. Claims (paid) include reinsurance commission.

2. Figures do not include those premiums underwritten by overseas subsidiaries.

9. Member Companies Offices Abroad (as of April 1 each year)

Number of Member Companies Conducting Insurance Business Abroad

	2019	2020	2021	2022
Number of Member Companies Operating Abroad	5	5	5	5

Number of Countries/Regions

	2019	2020	2021	2022
Number of Countries/Regions where Member Companies are Conducting Insurance Business Abroad	44	43	43	43

Number of Member Companies Offices Abroad

	2019	2020	2021	2022
Number of Member Companies Offices Conducting Insurance Business Abroad	213	211	213	210

Notes: 1. Insurance business refers to direct insurance and reinsurance business and excludes related business such as asset management and loss assessment.

2. Figures represent the number of member companies conducting insurance business and include cases where a company conducts its business through both overseas subsidiaries and branches/agents of its home country head office in the same country/region.

Liaison Offices

	2019	2020	2021	2022
Number of Member Companies with Liaison Offices	5	5	5	5
Number of Countries / Regions	43	43	41	42
Number of Cities	87	85	84	84
Number of Offices	165	167	163	165

10. Claim Payments for Natural Disasters

10 Largest Claims Paid for Typhoons and Windstorms in Japan

(in billions of yen)

	Name of Disaster	Place	Date	Claims Paid (Including Estimates)			
				Fire and Miscellaneous Casualty	Automobile	Marine	Total
1	Typhoon No. 21 (Typhoon Jebi)	Osaka, Kyoto, Hyogo, etc.	Sep. 3-5, 2018	936.3	78.0	53.5	1,067.8
2	Typhoon No. 19 (Typhoon Hagibis)	East Japan	Oct. 6-13, 2019	518.1	64.5	—	582.6
3	Typhoon No. 19 (Typhoon Mireille)	Nationwide	Sep. 26-28, 1991	522.5	26.9	18.5	568.0
4	Typhoon No. 15 (Typhoon Faxai)	Kanto	Sep. 5-10, 2019	439.8	25.8	—	465.6
5	Typhoon No. 18 (Typhoon Songda)	Nationwide	Sep. 4-8, 2004	356.4	25.9	5.1	387.4
6	Snowfall, Feb. 2014	Kanto	Feb. 2014	298.4	24.1	—	322.4
7	Typhoon No. 18 (Typhoon Bart)	Kumamoto, Yamaguchi, Fukuoka, etc.	Sep. 21-25, 1999	284.7	21.2	8.8	314.7
8	Typhoon No. 24 (Typhoon Trami)	Tokyo, Kanagawa, Shizuoka, etc.	Sep. 28-Oct. 1, 2018	294.6	11.5	—	306.1
9	The Heavy Rain Event of July 2018	Okayama, Hiroshima, Ehime, etc.	Jun. 28-Jul. 8, 2018	167.3	28.3	—	195.6
10	Typhoon No. 15 (Typhoon Goni)	Nationwide	Aug. 24-26, 2015	156.1	8.1	—	164.2

Notes: 1. Source: The General Insurance Association of Japan (as of March 31, 2022)

2. The figures include all insurance companies operating in Japan including foreign insurers.

3. The figure of "total" does not equal the total of individual items due to roundings.

20 Largest Claims Paid for Earthquake Insurance on Dwelling Risks

(in billions of yen)

	Earthquake (Region name)	Date	Claims Paid *1
1	The 2011 off the Pacific coast of Tohoku	Mar. 11, 2011	1,289.1
2	The 2016 Kumamoto	Apr. 14, 2016	390.6
3	Fukushima-ken-oki	Feb. 13, 2021	246.8
4	The 2018 Northern Osaka	Jun. 18, 2018	124.2
5	The 1995 Hyogo-ken Nanbu (The Great Hanshin-Awaji)	Jan. 17, 1995	78.3
6	The 2018 Hokkaido Eastern Iburi	Sep. 6, 2018	53.2
7	Miyagi-ken-oki	Apr. 7, 2011	32.4
8	Miyagi-ken-oki	Mar. 20, 2021	18.6
9	Fukuoka-ken Seiho-oki	Mar. 20, 2005	17.0
10	The 2001 Geiyo	Mar. 24, 2001	16.9
11	The 2004 Niigata-ken Chuetsu	Oct. 23, 2004	14.9
12	The 2007 Niigata-ken Chuetsu-oki	Jul. 16, 2007	8.3
13	Miyagi-ken-oki	May. 1, 2021	7.8
14	Chiba-ken Hokuseibu	Oct. 7, 2021	7.4
15	Fukuoka-ken Seiho-oki	Apr. 20, 2005	6.4
16	The 2003 Tokachi-oki	Sep. 26, 2003	6.0
17	Tottori-ken Chubu	Oct. 21, 2016	5.6
18	The 2008 Iwate-Miyagi Nairiku	Jun. 14, 2008	5.5
19	Suruga-wan	Aug. 11, 2009	5.2
20	Shizuoka-ken Tobu	Mar. 15, 2011	4.8

Source : Japan Earthquake Reinsurance Co., Ltd. (as of March 31, 2022)

Measures taken by the Japanese general insurance industry to respond to natural disasters in fiscal 2021

In the aftermath of disasters including the heavy rains beginning on July 1, 2021, the heavy rains beginning on August 11, 2021, and the Earthquake off the Coast of Fukushima Prefecture (occurred on March 16, 2022), the Japanese general insurance industry established the “2021 Natural Disaster Central Command” at its head office in Tokyo and made concerted efforts to ensure prompt claims payments and to provide customers affected by these disasters with the necessary assistance.

1. Insurance claim payments

The Central Command considered countermeasures against disaster and worked as a hub of information collection and information sharing among member companies.

In order to pay claims to customers affected by the disasters promptly, member companies mobilized employees from other departments including sales to assist the claims handling departments in accepting claim notifications, conducting damage investigations and making claims payments.

[Claims paid]^{*1}

The heavy rains beginning on July 1, 2021: 9.6 billion yen^{*1}

The heavy rains beginning on August 11, 2021: 42.9 billion yen^{*1}

The Earthquake off the Coast of Fukushima Prefecture (occurred on March 16, 2022): 210.7 billion yen^{*2}

*1: As of March 31, 2022 (including estimates).

*2: As of June 17 (including estimates).

Source: The General Insurance Association of Japan

2. Special measures

General insurers implemented the following special measures in consideration of customers affected by the disaster.

In the areas covered by the Disaster Relief Act, general insurance companies gave policyholders a grace period to complete the procedures for concluding and paying premiums on continuing contracts for fire, voluntary automobile, personal accident insurance, etc.^{*3}.

They also postponed the procedures for concluding and paying premiums on continuing contracts for Compulsory Automobile Liability Insurance (CALI) for vehicles whose main place of use is in areas where the validity period of the automobile inspection certificate has been extended.

*3: The heavy rains beginning on July 1, 2021, the heavy rains beginning on August 11, 2021, and the Earthquake off the Coast of Fukushima Prefecture (occurred on March 16, 2022), etc. were covered.

3. Provision of information

Information on contact points for consultation services or inquiries regarding general insurance, and special measures were provided through the mass media (TV, newspapers, etc.), as well as via a dedicated disaster response page established on the GIAJ website.

4. Consultation and response to contract inquiries

The GIAJ's General Insurance Counseling and ADR Center responded to consultations, etc. on fire insurance and other lines.

In addition, at the Inquiry Center for Natural Disaster General Insurance Contracts, inquiries were accepted from those who were no longer in possession of their general insurance documentation due to damage sustained to their houses in areas covered by the Disaster Relief Act.

[Consultation]^{*4}

Total number of consultations/complaints: 88

Total number of contract (policy) inquiries: 11

*4: Consultations and inquiries regarding the heavy rains beginning on July 1, 2021, the heavy rains beginning on August 11, 2021, and the Earthquake off the Coast of Fukushima Prefecture (occurred on March 16, 2022), etc. were counted (as of March 31, 2022).



Market Information

1

Main Laws concerning General Insurance

Insurance Act (2008)

The Insurance Act stipulates basic matters of rights and obligations, etc. between policyholders and insurance companies regarding insurance contracts.

Specifically, it classifies insurance contracts into general insurance (including accident and sickness general insurance), life insurance, and accident and sickness fixed-amount insurance, and sets the following rules:

1. Formation of an insurance contract (Purpose of an insurance contract, duty of disclosure, delivery of documents when an insurance contract is concluded)
2. Effect of an insurance contract (An insurance contract for the benefit of a third party, over-insurance, reduction in insurable value, reduction in risk)
3. Insurance claim payments (Prevention of occurrence and expansion of damages, notification of occurrence of damages, exclusions, assessment of the amount of damage, underinsurance, double insurance, time limit for insurance claim payments)
4. Termination of an insurance contract (Cancellation by policyholder, cancellation due to non-disclosure or misrepresentation, cancellation due to an increase in risk, cancellation for grave reasons, effect of cancellation), etc.

Major Points of the Insurance Act

The Insurance Act, enforced on April 1, 2010, was formulated by changing the provisions in the conventional Commercial Code regarding insurance into an independent law to have the content be in tune with modern society and with the objective of protecting policyholders.

(1) Standardization of rules regarding insurance contracts

■ Contracts to which the Insurance Act applies

- The Insurance Act also applies to cooperative (mutual aid) contracts whose content is equivalent to that of insurance contracts.

■ Provisions regarding accident and sickness fixed-amount insurance contracts

- Provisions regarding accident and sickness fixed-amount insurance, which were not provided for in the conventional Commercial Code, were formulated.

(2) Policyholder (consumer) protection

■ Creation of disciplines of unilateral mandatory provisions

- With the introduction of the disciplines of unilateral mandatory provisions clause in the Insurance Act, any content disadvantageous to policyholders, the insured, or insurance beneficiaries will become invalid. However, such disciplines do not apply to insurance contracts in the corporate business field.

■ Duty of disclosure

- Due to the duty to answer the questions asked, it is only necessary for policyholders or the insured to disclose information on the matters for which an insurance company requests notification.
- An insurance company cannot cancel an insurance contract due to a duty of disclosure violation in case there has been any interference regarding notification or abatement of concealment by an insurance solicitor.

■ Time limit for insurance claim payments

- Due to the provision of an insurance claim payment period, insurance companies are liable for any delay after a rational period of time required for conducting investigations regarding appropriate payment of insurance claims.

■ Provisions regarding contracts where another person is the insured

- As for accident and sickness fixed-amount insurance contracts where another person is the insured, the basic rule to obtain consent from the insured was defined (except in certain cases where consent is not required).
- In accident and sickness insurance contracts where another person is the insured, a provision was newly created stating that the insured is allowed to request cancellation of the insurance contract in cases where, even if the insured once gave his/her consent, his/her trust relationship with the policyholder or insurance beneficiary(ies) has been broken thereafter, or where the circumstances that served as the basis for such consent have changed remarkably.

(3) Insurance functions

■ Over-insurance

- As for over-insurance contracts where the insured amount (contract amount) exceeds the actual value (insurable value) of the subject-matter of insurance, a change was made to the wording of the excess part of the text from "the excess part shall be invalid" to "the excess part can be cancelled."

■ Double insurance

- As for double insurance contracts where multiple general insurance contracts were concluded on the same subject-matter of insurance, the independent liability full payment method was introduced.

1

Main Laws concerning General Insurance

□ As a result of this introduction, it is now stipulated that in cases where other general insurance contracts have been concluded on the same subject matter of insurance, each insurance company shall assume their obligation of fully paying an insurance claim based on the insurance contract that the said insurance company concluded, instead of making a pro-rata payment.

■ Preferential rights regarding liability insurance contracts

□ In order for victims to preferentially recover from damages from insurance claims, even in cases where the insured has gone into bankruptcy, provisions of special preferential rights (statutory lien) have been introduced.

■ Creation of cancellation for grave reasons

□ A provision on 'cancellation for grave reasons' was newly created to prevent moral risks, such as insurance fraud. Based on this provision, should there be a grave reason that undermines an insurance company's confidence in the policyholder or the insured, which makes continuation of the insurance contract difficult, such as intentional damage or fraud, the related insurance company can cancel the insurance contract.

■ Step-in rights of insurance beneficiaries

□ To protect policyholders against any cancellation of an insurance contract by creditors, etc., a system was created where insurance beneficiary(ies) can continue the insurance contract (step-in rights).

□ Certain requirements for the insurance beneficiary(ies) to exercise their step-in rights were provided for, such as obtaining the policyholder's agreement to the exercise of step-in rights, paying creditors, etc. the amount equivalent to the cash surrender value of the policy within one month of the time the insurance company received a cancellation notice, etc. (Accident and sickness fixed-amount insurance.)

Insurance Business Act (1995)

In view of the public nature of the insurance business, the Act was enacted with the aim of protecting policyholders, etc. by ensuring the soundness and appropriateness of business operations of those who conduct insurance business as well as the fairness of insurance solicitation.

This Act is positioned as the basic law of an insurance supervisory law and stipulates both aspects of supervision of insurance companies and supervision of insurance solicitation.

As for supervision of insurance companies, the Act stipulates provisions regarding license from the competent authorities, scope of business, accounting matters, examination of insurance products, measures to maintain soundness of insurance companies and measures to protect policyholders in the event of a bankruptcy by an insurance company and other related matters. In addition, the Act provides for supervision of foreign insurance business operators engaged in the insurance business in Japan, from the viewpoint of fairness with Japanese insurance companies.

As for supervision of insurance solicitation, the Act provides for matters concerning the registration/notification system regarding parties that are engaged in insurance solicitation, matters concerning the acts to be prohibited during insurance solicitation, and others.

Major Points of Revision (May 2016)

Insurance solicitation rules were reviewed in response to the report issued by the "Working Group on the Provision of Insurance Products & Services" of the Financial System Council in June 2013. The revised Insurance Business Act went into effect in May 2016.

■ Creation of basic rules on insurance solicitation

□ In addition to the conventional solicitation rules that were limited to "prohibition of inappropriate acts", the obligation to actively respond to customers, i.e., the obligation to provide information and identify intentions, was introduced. The aim was to achieve fine-tuned responses at each phase of the process starting from the identification of customer needs to the conclusion of an insurance contract.

■ Introduction of the obligation for agents and other insurance solicitors to establish systems to ensure sound and appropriate operations

□ As well as the conventional solicitor rule that states that insurance companies bear responsibility for supervision, a rule requiring insurance solicitors to establish systems to ensure sound and appropriate operations according to their size and characteristics was also newly set.

1 Main Laws concerning General Insurance

Major Points of the Insurance Business Act

<p>1 Commencement of Business</p>	<ul style="list-style-type: none"> • Business licenses are granted by the Prime Minister → There are two kinds of business licenses, i.e. life insurance and general insurance. • Concurrent operation of both life insurance business and general insurance business is prohibited. • Restriction on the type of company → An insurance company must be a stock company or a mutual company.
<p>2 Business Operation of Insurance Companies</p>	<p>1 Business operations: An insurance company can conduct its specific business of underwriting insurance and business incidental thereto as well as other statutory businesses including securities business, etc. to the extent so as not to impede with its specific business.</p> <p>Intrinsic business operations: (i) Underwriting of insurance and (ii) asset management</p> <p>Incidental business operations: (i) Proxy service for other insurance company's business or administrative agency service, (ii) debt guarantee, (iii) underwriting of or handling of subscription for government bonds, municipal bonds, and government-guaranteed bonds and (iv) financial transactions including derivatives</p> <p>Other statutory businesses: (i) Sales and purchase of public bonds (government bonds, municipal bonds, etc.) (public bonds dealing business), (ii) Sales business, etc. of beneficiary certificates, etc. in securities investment trust</p> <ul style="list-style-type: none"> • Measures concerning business operation → Insurance companies are obligated to give an explanation by delivering written documents about the important matters in insurance contracts. • Antitrust law exemption system → An insurance company can conduct concerted action with other insurance companies (which requires the permission of the competent authorities). <p>2 Subsidiary: An insurance company can make an insurance company, bank, securities company, subordinate business company, financial related company and such like as its subsidiary subject to receiving permission from the competent authorities in advance.</p> <p>3 Accounting: An insurance company must, in every fiscal year, submit a business report stating the status of its business and assets to the competent authorities and disclose the disclosure data stating the said status to the public.</p> <p>4 Supervision: Insurance companies must, when changing the document showing the method of operations, general policy conditions, etc., receive permission from or make notification to the competent authorities. Competent authorities can set the standards for judging the soundness of operations of insurance companies and order measures required for supervision.</p> <ul style="list-style-type: none"> • Approval system/notification system of a document showing the method of operations, general policy conditions, etc. • On-site inspection • Business improvement order, etc. • Issue of a prompt corrective action order based on the solvency margin ratio (status of the adequacy of insurance claim paying ability) <p>5 Shareholder: A person/entity that holds voting rights exceeding a certain percentage of total shareholders of an insurance company or an insurance holding company must make a notification to the competent authorities.</p>
<p>3 Insurance solicitation</p>	<p>1 Restrictions on insurance solicitation: Those who can conduct insurance solicitation are provided for as follows:</p> <ul style="list-style-type: none"> • "Insurance solicitation" = Acting as an agent or intermediary for the conclusion of insurance contracts • Prohibition of insurance solicitation by parties other than a general insurance company (officers and employees), general insurance agent, life insurance solicitor, and insurance broker <p>2 Registration of general insurance agent, life-insurance solicitor: General insurance agents and life insurance solicitors cannot conduct insurance solicitation without being registered with the competent authorities.</p> <p>3 Basic rules on insurance solicitation: The following rules are set with regard to the prohibition of inappropriate acts and active response to customers.</p> <p><Prohibited acts></p> <ul style="list-style-type: none"> • False notification to a policyholder, etc., non-disclosure to a policyholder, etc. of important matters in an insurance contract • Provision to a policyholder, etc. of particular advantage (discount of insurance premiums, etc.) • Misleading expressions, etc. in comparison with other insurance contracts <p><Active responses to customers></p> <ul style="list-style-type: none"> • Obligation to identify intentions • Obligation to provide information <p>4 Obligation to establish systems to ensure sound and appropriate operations: General insurance agents, etc. must establish systems for ensuring sound and appropriate operations according to their size and characteristics.</p> <p>5 Supervision: A general insurance agent, etc. must, when it has its officers or employees conduct insurance solicitation, notify the competent authorities.</p> <ul style="list-style-type: none"> • Officers and employees of a general insurance agent or an insurance broker → Notification is required. • Business improvement order, deregistration, etc.
<p>4 Others</p>	<p>1 Cooling-off system: Applicants for insurance contracts can withdraw or cancel their applications in writing during a certain period of time from the conclusion of a contract.</p> <p>2 Alternative Dispute Resolution system in the financial industry sector (Financial ADR)</p> <p>3 Policyholder protection system</p> <p>4 Penalties</p>

* There are also similar provisions with regard to foreign insurance companies.

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Main Laws concerning General Insurance

Act on Non-Life Insurance Rating Organizations (1948)

The Act was enacted to ensure appropriate operation of the Non-Life Insurance Rating Organizations which calculate and provide Reference Loss Cost Rates and Standard Full Rates that serve as the basic data for each insurance company to calculate fair general insurance rates, and thereby promote the sound development of the general insurance business and the protection of policyholders' interests. The General Insurance Rating Organization of Japan was established based on this Act.

Automobile Liability Security Act (1955)

The Act was enacted with the aim of protecting victims by establishing a system to ensure damage compensation in the case of bodily injury accidents caused by automobiles. To ensure compensation capacity of the injuring party in an automobile bodily injury accident, the Act compels all automobile owners to conclude compulsory automobile liability insurance contract or automobile liability mutual aid contract, except for special cases.

Act on Earthquake Insurance (1966)

The Act was enacted with the aim of disseminating earthquake insurance and contributing to the stability of lives of earthquake victims, etc. by having the Government bear, in the form of reinsurance under certain conditions, payment liability of earthquake insurance on residential houses and home contents written by insurance companies.

Consumer Contract Act (2000)

Because there is an asymmetry of information and bargaining power between a consumer and a business entity, under the Act, a consumer is able to cancel a contract with a business entity when misrepresentation of the business entity misleads the consumer, or when the consumer is "distressed" by importunate behavior of the entity at the time of contract.

This Act also stipulates that such provisions in the contract shall be void where the liability of a business entity is restricted or the interests of consumers are heavily damaged. It also provides for a consumer organization injunction system that allows certain consumer organizations to claim the right to request a ban against unjust acts made by a business operator. This Act intends to protect the interests of consumers through such provisions.

Act on the Protection of Personal Information (2003)

The purpose of this Act is to protect the rights and interests of individuals by stipulating obligations to be observed by entities handling personal information with regard to appropriate handling of personal information.

The Act prescribes the obligations to be observed by entities handling personal information such as: specification of the purpose of use, proper acquisition, notification, disclosure and clear presentation of purpose of use at the time of acquisition, security control measures, supervision of parties involved and third party service providers, restriction of provision to third parties, and disclosure, correction, stoppage of the use of personal information.

Financial Instruments and Exchange Act (2006)

This Act aims to establish comprehensive and cross-sectional rules regarding a wide range of financial products to promote investor protection. Under the Act, financial instruments business operators are required to comply with the following rules of conduct (rules for sales and solicitation), which also apply to some insurance products:

- (i) regulation on advertisements;
- (ii) obligation to deliver documents in a written format before/at the time of making a contract;
- (iii) various examples of prohibited acts such as delivery of false information; and
- (iv) prohibition of loss compensation, etc.

Act on Provision of Financial Services (2021)

The purpose of this Act is to protect customers who receive financial services, and thereby to contribute to the sound development of the national economy by ensuring sound and appropriate operations by financial service intermediaries through:

- (i) providing for the liability of financial instrument providers, etc. for compensation in the event that a customer suffers damage as a result of a provider failing to explain important matters to the customer at the time of sale of a financial instrument, and/or other matters relating to the sale, etc.; and
- (ii) implementing a registration system for persons acting as financial service intermediaries.

In response to the growing need for a one-stop shop for a wide range of financial services, including banking, securities and insurance, the Act on Sales of Financial Instruments was renamed the Act on Provision of Financial Services to enable intermediaries to provide all of the above services under a single registration. (See the column for background information on the enactment.)

Financial services intermediary business

► **Background: Development of information and communication technologies and diversification of needs**

The development of information and communication technologies has made it possible to provide financial services online. Also, it is important to make it easier for users to choose from a variety of services that are suitable for them, as their employment and household situations become more diverse.

Against this backdrop, there is a growing need for a one-stop provider of a wide variety of financial services, including banking, securities, and insurance.

► **Establishment of a Financial Services Intermediary Business**

The Act on Sales of Financial Products was renamed the Act on Provision of Financial Services, and a “financial services intermediary business” was established. The Act took effect on November 1, 2021.

Unlike the existing intermediary business, which was vertically divided by business category, a single registration allows for intermediation of services in all areas of banking, securities, and insurance, optimizing the provision of one-stop services.

► **Financial Services Intermediary Business: Major regulations for user protection**

Financial services intermediaries will not be required to belong to any particular financial institution in order to be able to handle a variety of services.

Instead, they will be required to protect users by limiting the services they can handle to financial services that are not considered to require a high level of explanation, prohibiting the acceptance of user assets, and requiring deposit of guarantee money.

2 Catastrophe Loss Reserves

- **Objective**

The objective of the catastrophe loss reserves is to maintain adequate financial resources in order to prepare for future (possible) large losses.

- **Background**

Since its initial establishment in 1953, this indispensable system has been continuously developed to help ensure that insurance companies are fully prepared to pay claims by reviewing the lines of insurance covered by the system.

- **Accumulation of Reserves**

Catastrophe loss reserves must be set aside by every group of business, except Earthquake Insurance on Dwelling Risks and CALL.

- **Preferential Tax Treatment**

The system is supported by tax incentives. The amount accumulated in the reserves qualifies for tax deductions (deductible expense).

- **Disposition of Reserves**

When the loss ratio exceeds the specified level, the excess portion of the claims can be withdrawn from the reserves.

Group of Business	Lines of Insurance	Accumulation Rate (A) *1	Accumulation Rate (B)	Ratio of Balance	Maximum Accumulation Rate *1	Disposition of Reserves
Marine Hull and Aviation G.	Marine Hull and Aviation	3.0%	3.0%	50%	250%	80%
Fire and Windstorm and Flood G.	Fire	3.8%	2.0% *2	35%	160%	50%
	Windstorm and Flood	2.0%				
Marine Cargo G.	Marine Cargo, Inland Transit, Construction Works, Movables Comprehensive	2.0%	2.0% *3	35%	160%	50%
General Liability G.	General Liability	2.0%	2.0%	35%	160%	50%
Automobile G.	Automobile, Personal Accident, Shipowners' Liability for Passengers' Personal Accident, Workers' Accident Compensation, Credit, Guarantee (excl. Surety Bonds), Glass, Machinery, Burglary, Animal, Miscellaneous Pecuniary Loss (excl. Nursing Care), etc.	3.2%	—	15%	160%	50%
Nursing Care G.	Nursing Care	3.2%	—	15%	160%	50%
Surety Bond Business G.	Guarantee regarding Surety Bond Business	3.2%	—	15%	160%	50%
Atomic Energy G.	Atomic Energy	50%	50%	—	nil	Net Claims Paid
Life Reinsurance G.	Life Reinsurance	24%	—	—	24%	100%

Notes: 1. The above is an outline of the Catastrophe Loss Reserves system in Japan. (It is subject to rules not listed in the table or notes.)

2. Accumulation Rate (A) means the minimum percentage of net premiums stipulated under a statement showing the basis of working out premiums and underwriting reserves.

3. Accumulation Rate (B) means the maximum percentage of net premiums allowed under the Special Taxation Measures Act.

4. Insurers are legally required to accumulate either of the percentages or more, i.e. (A) or (B) greater of net premiums. They are allowed to accumulate an extra amount subject to notification to the FSA, but if the Ratio of Balance comes under the specified level mentioned in the table, they can accumulate an extra amount without such notification within a 150% limit.

5. Disposition of Reserves occurs when the loss ratio exceeds the specified level, and the excess portion of claims can be withdrawn from the catastrophe reserves.

*1 "Accumulation Rate (A)" and "Maximum Accumulation Rate" may differ from company to company.

*2 10.0% is allowed from FY2022 to FY2024 under the current transitional measures.

(Under certain conditions, the original 2.0% applies (instead of the above transitional measure percentage).)

*3 6.0% is allowed from FY2022 to FY2024 under the current transitional measures.

(Under certain conditions, the original 2.0% applies (instead of the above transitional measure percentage).)

3 Residential Earthquake Insurance

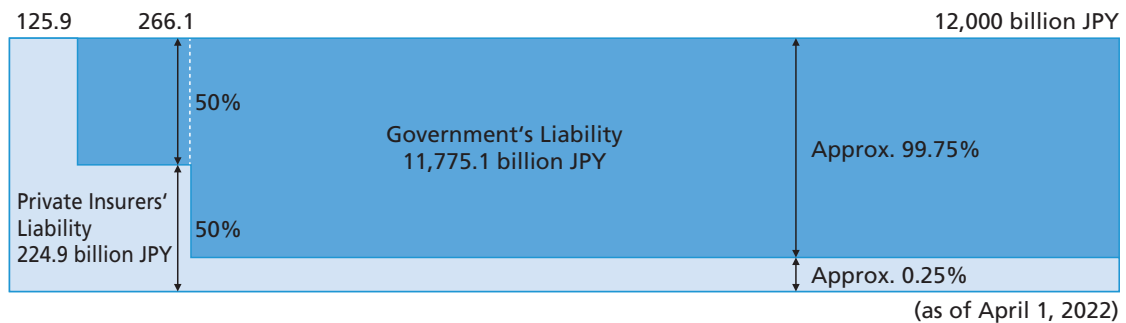
Residential earthquake insurance is provided in Japan through a public-private partnership, in which the government reinsures the earthquake insurance liabilities underwritten by private insurance companies. This contributes to the stabilization of the livelihoods of those affected by earthquakes.

In Japan, neither earthquake insurance nor fire (homeowner) insurance is compulsory. Earthquake insurance cannot be purchased separately but can be added as an option to fire insurance which covers residential buildings and/or personal property (fire insurance itself does not cover losses caused by fires that are the results of an earthquake or those that spread because of an earthquake). To improve the penetration rate of earthquake insurance, earthquake insurance is automatically attached to fire insurance policy unless policyholders explicitly indicate they want it removed.

Earthquake insurance covers loss or damage to residential buildings and/or personal property due to fire, destruction, burial, or flooding caused directly or indirectly by an earthquake, volcanic eruption, or resulting tsunami. With regard to other perils that are not directly or indirectly caused by an earthquake, such as (other types of) fire, flooding, lightning strikes, windstorms, hailstorms, and snow-related disasters, various fire insurance products are offered by private insurance companies.

The premium rate is calculated by multiplying the basic rate of the insurance premium (set according to the structure and location of the insured building) by a discount rate (set according to the earthquake-resistance capability). The policyholder must set the amount insured under the earthquake insurance contract within a range of 30-50% of the amount insured under the fire insurance contract. Claims are paid according to the degree of loss of the policyholder's residential building and/or personal property (total loss, major half loss, minor half loss, or partial loss). This simplified loss category system helps ensure faster claim payments. Income tax credit for earthquake insurance premiums has been introduced to incentivize people to take out earthquake insurance.

The government and private insurers share liabilities of earthquake insurance through reinsurance. First, all earthquake insurance policies underwritten by private insurers are ceded to Japan Earthquake Reinsurance Co., Ltd. (JER), a reinsurer established by non-life insurers to exclusively handle earthquake insurance. Then, JER retrocedes the risk to insurers and the government up to their predefined indemnity limits and retains any remaining indemnity. Please refer to the chart below for details regarding the liability sharing scheme between the government and insurers.



4

CALI Investment Income Contribution Program

Investment income generated by the CALI business of general insurance companies is used for measures to prevent automobile accidents and support victims of automobile accidents. Since 1971, the General Insurance Association of Japan (GIAJ) has been supporting victims of traffic accidents by collecting the investment income of general insurance companies.

Business Using Investment Income from CALI

Under the Automobile Liability Security Act, the entire earnings (investment income) generated by the funds (in arrears) between the receipt of premiums and the payment of insurance claims must be set aside as a reserve based on the no-loss, no-profit rule. This investment income is to be used to improve future CALI income and expenditure, as well as for measures to prevent automobile accidents, support victims of automobile accidents, and improve the emergency medical care system.

Measures to Prevent Automobile Accidents

- Donation of bicycle simulators
- Support for educational programs to prevent drunk-driving
- Research support for the development and dissemination of educational tools for children to reduce pedestrian accidents
- Research support for the development of a driving-life extension program using virtual reality (VR) driving simulation



Bicycle simulator

Support for victims of traffic accidents

- Support for free legal consultation for victims of traffic accidents
- Assistance for projects to support the Traffic Orphans' Development Fund
- Assistance for rehabilitation workshops
- Assistance for information provision and training sessions for victims of traffic accidents
- Assistance for research on improving the quality of grief care and its infrastructure for traffic accident survivors



Rehabilitation workshops

Improvement of emergency medical care systems

- Donation of high-performance emergency vehicles, etc. (as of the end of FY2021: 1,680 vehicles in total)
- Subsidies for the purchase of emergency medical equipment
- Subsidies for the development of a flying doctor system (helicopter)
- Subsidies for training sessions on emergency trauma nursing



High-performance ambulance



Flying doctor (helicopter) training sessions



Workshop on emergency trauma nursing

5 Policyholders Protection System

Early Warning Measure

An early warning measure is a supervisory mechanism to encourage management improvement aimed at promoting the protection of policyholders where the supervisory authorities issue an order to implement required corrective measures to an insurance company depending on the status of the payment capacity of the insurance company.

The issuance of a corrective measure order is based on the solvency margin ratio and, in the case that the solvency margin ratio falls below 200%, the Commissioner of the Financial Services Agency calls for prompt corrective measures to be implemented in a timely, appropriate

manner in order to quickly recover sound management.

An approach to tighten risk measurement has been taken as of the end of March 2012. An insurance company is recognized as maintaining "an appropriate level of capacity for the payment of insurance claims, etc." as long as its solvency margin ratio does not fall below 200%.

Effective the end of March 2012, the consolidated group-wide solvency margin ratio is disclosed for insurance companies with subsidiaries, etc., in addition to the solvency margin ratio on a legal entity basis.

$$\text{Solvency Margin Ratio (\%)} = \frac{\text{Total Amount of Solvency Margin including Capital and Reserves}}{\text{Total of Risks which exceeds usual estimates} \times 1/2} \times 100$$

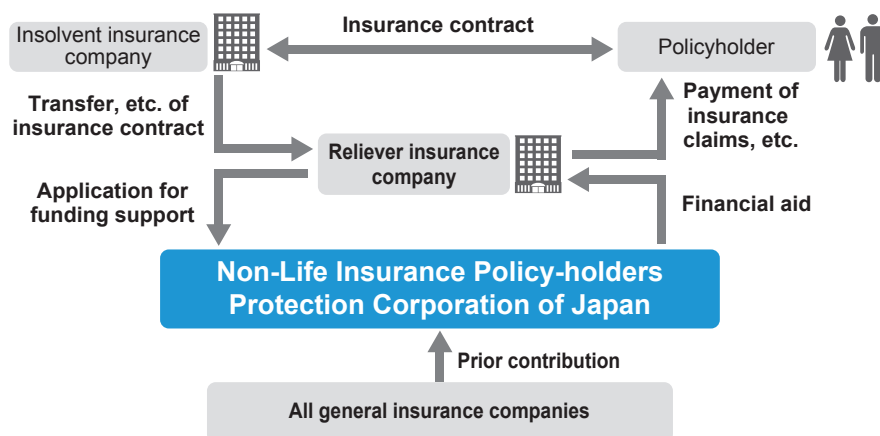
Key Contents of Early Warning Measures

Category about the status of capacity for payment of insurance claims, etc.	Solvency margin ratio	Content of measures
Non-applicable category	200% and over	None
Category 1	100% to less than 200%	<ul style="list-style-type: none"> Submission and implementation of a business improvement plan to ensure sound management
Category 2	0% to less than 100%	<ul style="list-style-type: none"> Submission and implementation of a plan to restore adequate solvency for payment of insurance claims Prohibition or limitation of dividends and directors' bonuses Curtailment of operations of sales offices and other offices
Category 3	Less than 0%	<ul style="list-style-type: none"> Business suspension order (full or partial operations) for a specified period

Non-Life Insurance Policy-holders Protection Corporation of Japan

In the event that a general insurance company becomes insolvent, the Non-Life Insurance Policy-holders Protection Corporation of Japan, which was established based on the Insurance Business Act, works to protect policyholders by offering support for the transfer of insurance contracts of the insolvent insurance company and funds to assist the payment of insurance claims with regard to contracts applicable for indemnification.

Mechanism of Non-Life Insurance Policy-holders Protection Corporation of Japan



Note: In the event of a reliever insurance company failing to appear, the Non-Life Insurance Policy-holders Protection Corporation of Japan, or its subsidiary insurance company established by the Corporation for this purpose, will take over the insurance contracts of the insolvent insurance company and work to maintain them. (All contracts are applicable for transfer.)

5 Policyholders Protection System

Contracts Applicable for Indemnification from the Non-Life Insurance Policy-holders Protection Corporation of Japan

- In the case that the policyholder is an individual, small-size enterprise ^{*1} or management association of a condominium ^{*2}, it is applicable that the party may receive indemnification from the Non-Life Insurance Policy-holders Protection Corporation of Japan.
- All policyholders (regardless of type) may receive indemnification from the Non-Life Insurance Policy-holders Protection Corporation of Japan for insurance with ★.

		Payment of insurance claims	Surrender value, maturity refund, etc.
General insurance (other than the following)	CALI, Earthquake Insurance on Dwelling Risks ★	Indemnification ratio of 100%	
	Automobile insurance ★	Full payment of insurance claim (indemnification ratio of 100%) during the three months after bankruptcy Indemnification ratio of 80% after three months have passed	Indemnification ratio of 80%
	Fire insurance		
	Other general insurance General liability insurance, movables comprehensive insurance, marine insurance, inland transit insurance, credit insurance, workers' accident compensation insurance, etc.		
Insurance concerning sickness and injury	Short-term personal accident ^{*3} ★ Specific overseas travel ^{*4}	Indemnification ratio of 90% ^{*6}	Indemnification ratio of 90% ^{*6}
	Annuity type personal accident insurance ^{*5} ★ Workers' savings personal accident insurance Defined contribution pension personal accident insurance		
	Other sickness and injury insurance ★ Personal accident insurance other than the above, income indemnity insurance, medical and nursing care (expense) insurance, etc.	Indemnification ratio of 90% ^{*6}	In the case of savings-type insurance, the ratio for the savings portion is 80%.

Notes: 1. The above insurance contract categories shall follow the insurance claim payment terms under the main contract (basically the general policy conditions).

2. With respect to "fire insurance" and "other general insurance," even if the policyholder is other than an individual, small-size enterprise or management association of a condominium (hereafter, "individual, etc."), insurance contracts, whose premiums are to be borne substantially by the insured as the "individual, etc.", are covered by the aforementioned indemnification within the portion of the above premiums.

3. In the case that, based on the asset conditions of the insolvent insurance company, indemnification above the aforesaid ratio of indemnification is possible, payment may be made in accordance with the indemnification ratio based on the asset condition.

4. Insurance contracts underwritten by a small amount & short term insurance provider and cooperative (mutual aid) contracts are not applicable to receive the indemnification from Non-Life Insurance Policy-holders Protection Corporation of Japan.

*1 "Small-size enterprise" refers to any of the following corporations with no more than 20 full-time employees or workers (including an entity or foundation which is not a corporation and which defines a representative or controller) at the time of insolvency.

(i) Japanese corporation

(ii) Foreign corporation whose sales office or office in Japan has concluded the insurance contract

*2 "Management association of a condominium" refers to an association provided for in Article 3 and Article 65 of the Act on Building Unit Ownership, etc. and is an organization that manages a building, etc. used primarily as residence.

*3, 4, and 5 "Short-term personal accident" refers to the so-called accident insurance with a contract period of one year or less. "Specific overseas travel" refers to the so-called overseas travel accident insurance. "Annuity type personal accident insurance" refers to most types of the so-called annuity type personal accident insurance. Please be aware that in all cases certain conditions apply, e.g. limited to insurance contracts that do not have questions on health condition in the self-disclosure item at the time of concluding a contract.

*6 In the case that a contract falls under a "contract with high assumed interest rate," the indemnification ratio may be further reduced from 90%. A "contract with a high assumed interest rate" refers to an insurance contract whose assumed interest rate, which is the base of calculation of the insurance premium and statutory reserve, has exceeded the base rate at all times over the past five years retrospective of the time of insolvency (applicable to a policy with a contract period of over five years or one that has been automatically renewed for over five years based on the same terms and conditions).

Sonpo ADR Center (General Insurance Counseling and ADR Center)

Sonpo ADR Center, which serves as the customer support window, operates in 10 locations across the country. It responds to consultations about general insurance and carries out proceedings for complaint resolution and dispute resolution for problems between customers and insurance companies from a neutral and fair standpoint as a designated dispute resolution organization under the Insurance Business Act (such procedure is free of charge).

Responses to consultations

Providing explanations and advice according to individual needs, the Sonpo ADR Center responds to customers with inquiries and those seeking consultations.

In areas where the Sonpo ADR Center is not located, the consultation staff from the Center visits to offer onsite consultations (by reservation; free of charge).

Responses to complaints

When a complaint is made against an insurance company by a customer, the Center gives necessary advice based on the situation regarding the complaint.

Complaint resolution proceedings

In addition to its response to the complaint, based on the customer's demand, the Center notifies the related insurance company of the content of the complaint, and requests that it respond promptly thereto.

Efforts for early resolution of customer complaints

- The GIAJ gives advice to customers in an appropriate and timely manner.
- Utilizing a dedicated database, the GIAJ appropriately comprehends and manages the progress of complaint cases that it requested the related insurance company to resolve.
- In cases where complaints are not settled even after a certain period of time has elapsed and they are applicable for handling under the dispute resolution proceedings, the GIAJ introduces dispute resolution proceedings to customers.

Dispute resolution proceedings

When a petition for dispute resolution is filed by a customer or an insurance company, the Center appoints experts (dispute resolution specialists) who specialize in conducting dispute resolution proceedings, and provides support for resolving the issue (e.g. presents a settlement proposal) from a neutral and fair standpoint.*

* In cases where it is deemed that a dispute will not reach a settlement, etc. the proceedings may be terminated without a settlement proposal being presented.

In order to ensure appropriateness of the procedures, the proceeding is closed to the public.

In addition, in cases where a dispute resolution specialist deems it appropriate based on the nature, etc. of the dispute, the specialist can prepare a proposal for which the obligation to accept is imposed on the insurance company and present it to the insurance company with due reason.

- In addition to dispute cases between a policyholder or the insured and the insurance company with which an insurance contract has been affected, the GIAJ also covers dispute cases between a victim and an insurance company (or companies) on the side of the damage-causing party regarding legal compensation for damages (bodily and property damage liability) arising from automobile accidents, etc.
- For dispute cases between a policyholder or the insured and the insurance company with which an insurance contract has been affected and where a hearing by dispute resolution specialists is conducted, the GIAJ provides an environment in which the customer can go through the process at the nearest Sonpo ADR Center using a video conference system. (The above excludes cases of dispute between the victim and the perpetrator's insurance company.)

What is ADR?

ADR is short for Alternative Dispute Resolution, and is a dispute resolution method based on an agreement between the parties, such as mediation, conciliation, or arbitration in place of a lawsuit. It is a means by which swift, simple, and flexible resolution can generally be achieved according to the nature of the issue, the circumstances of the respective parties, etc.

What is a designated dispute resolution organization?

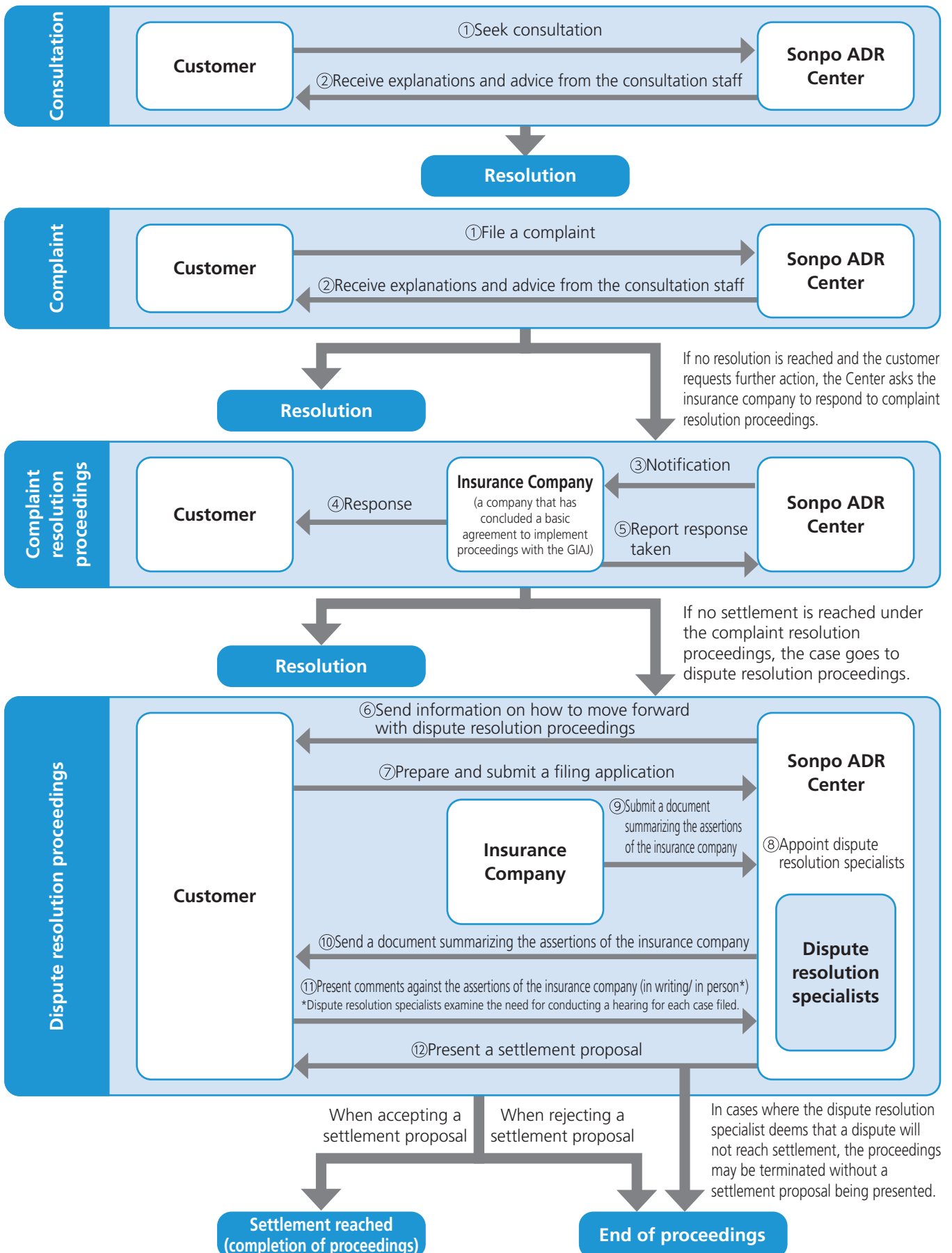
It is an alternative dispute resolution organization in the financial field established based on the "Law concerning Partial Revision of the Financial Instruments and Exchange Act, etc." promulgated on June 24, 2009. In cases where certain requirements were met per business category, such as bank, insurance, securities business, etc., designation as a designated dispute resolution organization can be given by the competent minister.

Financial institutions conclude agreements (basic agreements for implementing proceedings) with designated dispute resolution organizations of the business category to which they belong per se, including contents such as (i) the obligation to accept resolution proceedings of complaints or disputes, (ii) the obligation to make explanations or submit materials, (iii) the obligation to accept the proposal for special conciliation presented. The effectiveness of complaints or dispute resolution proceedings carried out by a designated dispute resolution organization is thereby ensured.

In dispute resolution proceedings made by a designated dispute resolution organization, a legal effect that enables postponement of expiry of prescription period under certain conditions has been set.

6 Responses to Consultations, Complaints and Disputes

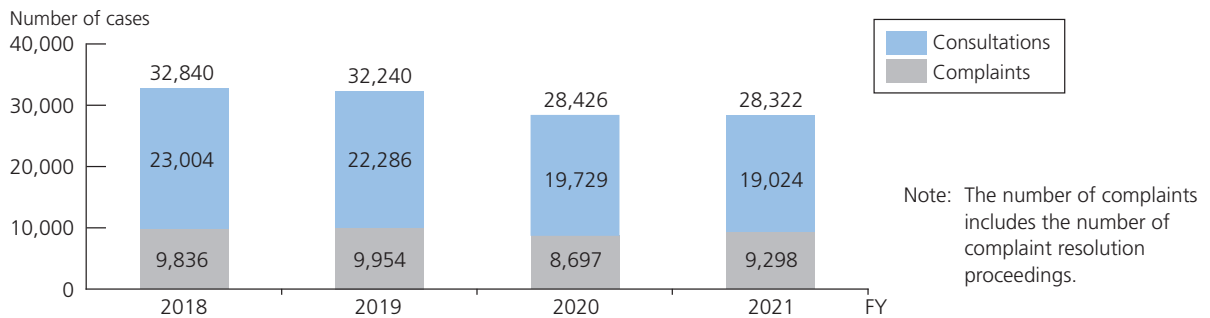
Flow of the resolution process



6

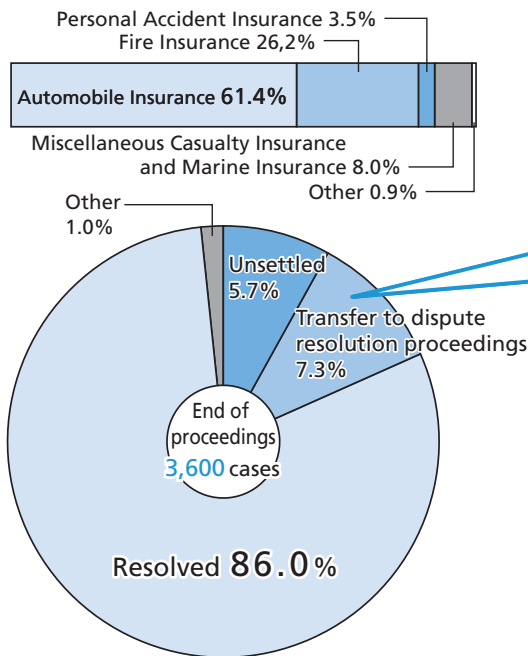
Responses to Consultations, Complaints and Disputes

Changes in the Total Number of Consultations/Complaints Received by the GIAJ



Complaint Resolution Proceedings (FY2021)

Number of new cases: 3,450



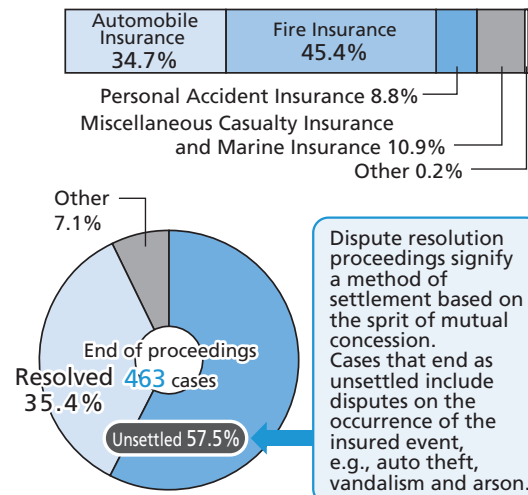
Period up to the end of proceedings (percentage by category)

Period	Percentage
Less than one month	22.7%
Less than three months	40.9%
Less than six months	17.4%
Six months or more	19.1%

Dispute Resolution Proceedings (FY2021)

Number of new cases: 478

Note: Includes cases that did not go through complaint resolution proceedings.



Period up to the end of proceedings (percentage by category)

Period	Percentage
Less than one month	0.2%
Less than three months	11.7%
Less than six months	53.6%
Six months or more	34.6%

Measures to Further Enhance Complaint/Dispute Response Functions

Efforts to raise customer satisfaction

- The GIAJ continues to hold training to improve the capabilities of consultation staff to handle cases.
- The GIAJ works to improve the experience of customers who use dispute resolution proceedings by implementing questionnaires for all users.

Dissemination activities, collaboration with outside organizations, etc.

- The GIAJ promotes the Sonpo ADR Center by disseminating information via brochures, posters, and other means.
- The GIAJ promotes use of the Sonpo ADR Center through collaborative efforts with consumer affairs organizations and other consulting institutions.



Analysis and Use of Complaint/Dispute Information Received

Complaints feedback

After analyzing the trend of complaints/disputes on the respective insurance companies, the GIAJ provides each company with feedback as useful information for business improvement.

Publication of the "Sonpo ADR Center: Issue of Statistics"

The GIAJ publishes statistics and summaries regarding complaints and disputes brought into the Sonpo ADR Center on its website "Sonpo ADR Center: Issue of Statistics". It also shares them with its member companies.

7

Education and Examinations, etc. for Insurance Solicitors

It is mainly general insurance agents* who serve as the window of contact with customers. They provide explanations on general insurance products and carry out procedures for concluding insurance contracts.

In order to further promote enhancement of the quality of insurance solicitation, the GIAJ has developed a system, etc. for testing insurance solicitors who work for agents.

General Examination for General Insurance Solicitors

In order for solicitors to acquire and improve the quality of their insurance solicitation, the GIAJ provides a "General Examination for General Insurance Solicitors" (hereafter: The General Insurance Solicitor Examination).

The General Insurance Solicitor Examination consists of a Basic Course Unit and a Product Course Unit (auto insurance, fire insurance, and personal accident and sickness insurance), and applicants are required to pass the examination to be qualified for insurance solicitation.

This examination employs a renewal system every five years to verify updated knowledge about the insurance business and products.

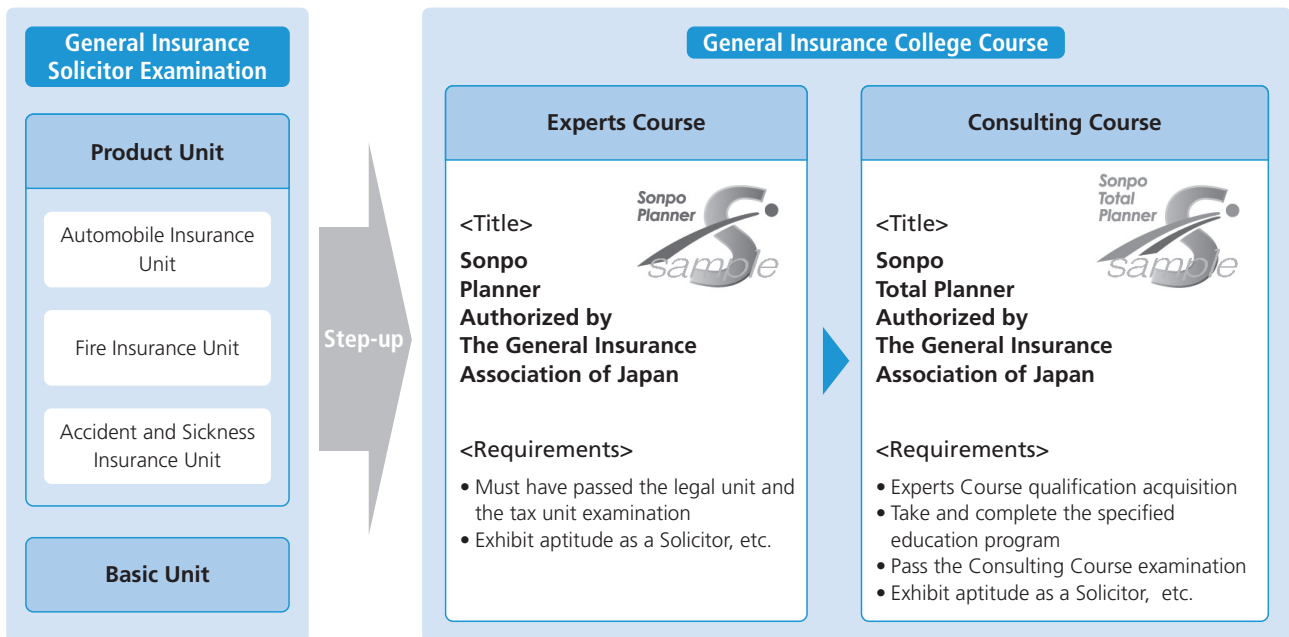
General Insurance College Course

As a mechanism for solicitors who pass the General Insurance Solicitor Examination and would like to step up further, the GIAJ provides the "General Insurance College Course".

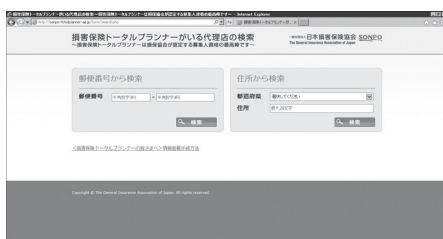
The General Insurance College Course consists of the Experts Course, for acquiring deep expertise concerning insurance solicitation, and the Consulting Course, for acquiring practical knowledge as well as skills. It employs a five-year renewal system.

The following titles are granted to the insurance solicitors who pass the examinations for the above courses.

Currently, 33,566 Sonpo (General Insurance) Planners (solicitors who have earned the "Experts Course" qualification) and 15,961 General Insurance Total Planners (solicitors who have earned the "Consulting Course" qualification) are playing active roles in the market (as of the end of July 2022).



To locate agents who hold "Sonpo Total Planner", use the GIAJ's website



By inputting your Postcode (ZIP code) or Address in the 'agent locator' of the GIAJ website, you can easily find locally based agents who employ "Sonpo Total Planners", the highest qualification of the consulting course.

As of the end of July 2022, the website provides information on approximately 4,500 agents.

Search here:
<https://sonpo-totalplanner-ag.jp/>
 Note: It may be accessed from the GIAJ website.

* In Japan, an 'agent(s)' can refer to both an individual and/or a company/organization.

7 Education and Examinations, etc. for Insurance Solicitors

Solicitor Qualification Information System

The GIAJ operates the Solicitor Qualification Information System, which centrally manages qualification information, etc. of solicitors.

Using this system, solicitors can check the effective period, etc. of qualifications for the General Insurance Solicitor Examination, the General Insurance College Course, etc. and manage the status of various examinations.

Formulation of "The Compliance Guide for Solicitation"

The GIAJ has put in place The Compliance Guide for Solicitation as guidelines for member companies to provide guidance to solicitors.

In this Guide, easy-to-understand explanations are given about points to be considered when soliciting insurance by providing matters concerning insurance solicitation provided for in the Insurance Business Act and other laws in a structured manner and showing standard examples of soliciting practice.

In December 2021, the GIAJ updated the Guide to reflect the information on the recent environment surrounding insurance solicitation.

Examples of efforts by the GIAJ member companies

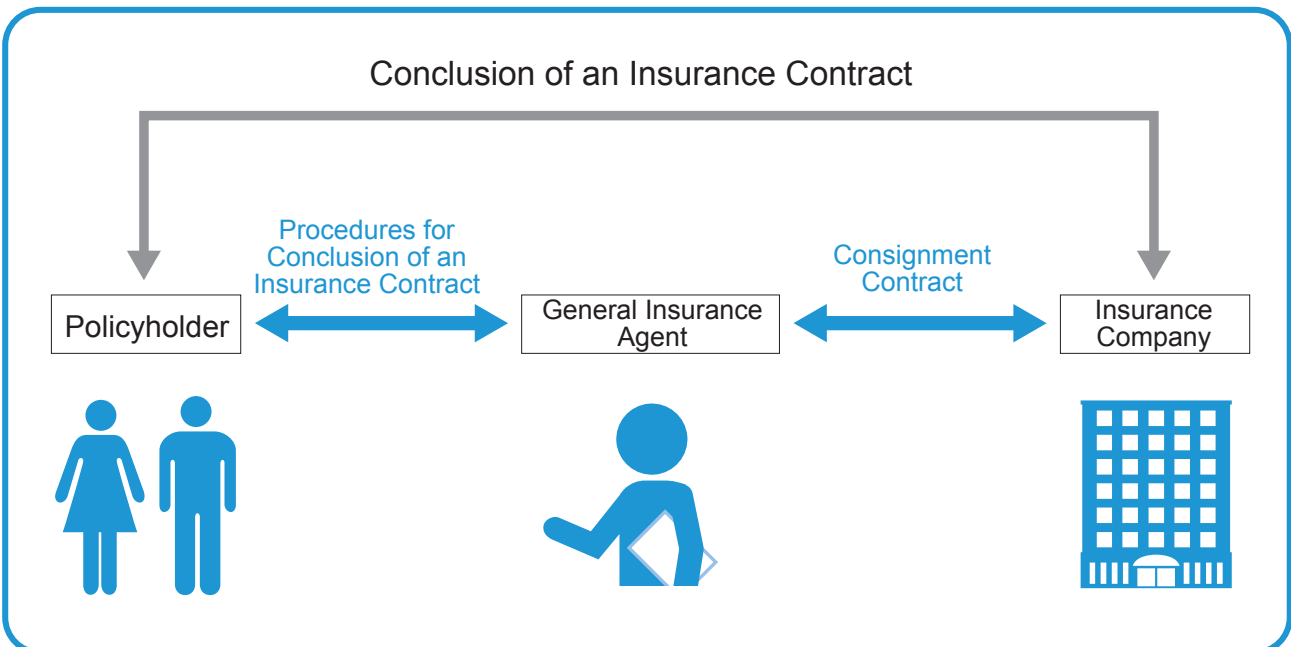
- **Introduction of unique sales qualification systems**

Some of the GIAJ member companies have introduced their own unique sales qualification systems, such as sales qualification specifically for selling third sector products (medical insurance, cancer insurance, etc.), etc.

- **Implementation of customer questionnaires regarding solicitation**

Some GIAJ member companies have been implementing customer questionnaires regarding solicitors' explanations about products when they solicit general insurance. GIAJ member companies analyze and validate the responses received from customers and utilize the feedback to further enhance quality in insurance solicitation.

For Reference: Role of an Insurance Agent



Authority to conclude insurance contracts as an agent of an insurance company under an agency agreement with the insurance company has been given to an insurance agent.

If a policyholder makes an application for insurance to the insurance agent by using a given "insurance application form" and the insurance agent accepted it, this means that the insurance contract was effectively materialized between the policyholder and the insurance company.

Note: Depending on some insurance companies or classes of insurance, the authority of agents may be just "brokering." In such cases, the insurance contract is materialized when the related insurance company agreed to accept the insurance contract at a later date.

8

Tests and Training Related to Claims Settlement

The greatest mission of general insurance is to pay appropriate insurance claims in a prompt manner should an accident occur.

Each general insurance company has put in place the following claims settlement system in order to realize appropriate, prompt, and fair payment of insurance claims:

Bases for damage investigation and claims investigators

In order to respond promptly to accidents anywhere in the Japan, general insurance companies have established a total of 1,316 claim offices throughout the country and have allocated approximately 30,118 expert claims handling staff to those locations (as of April 1, 2022).

With a view to enhancing the skills of claim investigators, each general insurance company conducts a variety of training programs. In addition, the GIAJ also offers training related to medical knowledge, automobile claims adjustment and Earthquake Insurance loss investigations.

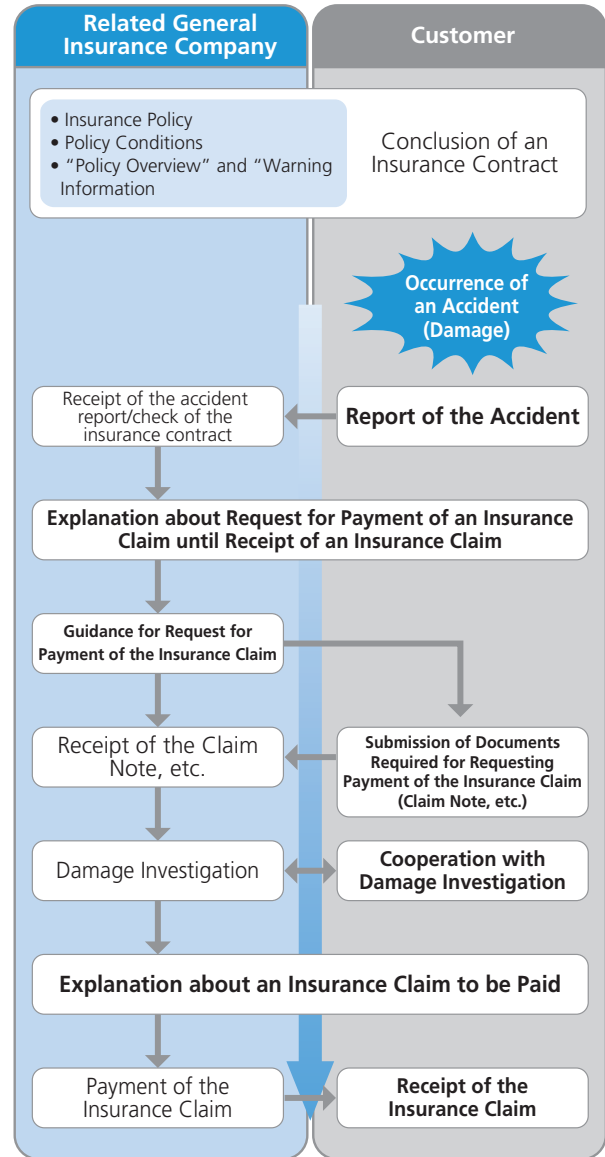
Automobile insurance adjusters

Adjusters are specialists who investigate amounts of loss or damage to automobiles, the cause and circumstances of accidents and other related matters. There are 7,520 adjusters registered with the GIAJ (as of July 1, 2022). Adjusters are making efforts to enhance their investigation skills through a variety of training.

Registered property loss assessors of fire and miscellaneous insurance

Registered property loss assessors are specialists delegated by general insurance companies to assess the insured value of buildings and movable property, work out loss or damage amounts, and investigate the cause and circumstances of accidents, etc. There are 5,601 assessors registered with the GIAJ (as of July 1, 2022).

For Reference: Flow from Reporting of an Accident until Receipt of an Insurance Claim



In the event of an accident, such as traffic accident, theft, fire, etc., you are requested to give aid to the injured and report the accident to a public agency, such as the police, fire department, etc. before making the report to the relevant general insurance company. When you request payment of an insurance claim, the related accident certificate may be required. (Particularly in the case of a bodily injury in a traffic accident, you are requested to notify thereof to a police station as a "bodily injury accident.")



Medical Education

Promoting proper medical expense payments and efforts to protect victims

Given the call for reinforcing training related to promoting proper payment of medical expenses addressed in the report issued by the Compulsory Automobile Liability Insurance Council in 1984, the Medical Education Institute for Insurance Adjusters (MEI) was established within the GIAJ in 1985. At the Medical Education Institute, medical training is given to employees, etc. of general insurance companies with a view to facilitating the proper payment of medical expenses and to supporting victims in achieving early rehabilitation into society.

Necessity of medical knowledge

With the aim of cultivating human resources who can understand doctors' explanations and can have basic communication with doctors, the GIAJ has been carrying out training to provide employees of general insurance companies, etc. who are engaged in claims service with opportunities to learn the best medical science and medical knowledge.

High-quality content of training

The GIAJ aims to improve the medical knowledge of general insurance company employees through correspondence courses, group training programs and medical seminars held in various cities by having doctors who are active at front-line clinical sites as main lecturers.

* Currently, seminars are held by taking appropriate countermeasures against COVID-19.



Group training in Tokyo



A training scene of a medical seminar

Research Promotion regarding Traffic Accident Medical Treatment

Purpose of promotion

Utilizing investment income from Compulsory Automobile Liability Insurance (CALI), the GIAJ provides research grants regarding traffic accident medical treatment. Aiding clinical study by individual doctors or groups aims at promoting the progress and development of traffic accident medical treatment, thereby attempting to contribute to having victims achieve early rehabilitation into society.

Selection of research grant recipients by way of accepting candidates from among the public

The GIAJ accepts candidates from among the public once a year and chooses research grant recipients after a rigorous selection process by a selection committee composed of people with relevant knowledge and experience.

Number of adoptions

The number of research grants implemented since 1994 has totaled 976 cases up to 2022. The results of research supported by these grants are expected to contribute to victims' early rehabilitation into society.

● Examples of research themes (2022)

- Research on prosthetic limbs and orthotics to restore lost limb movement functions due to traffic accidents
- Research on methods to predict, at an early stage, secondary complications from high-energy injuries sustained in traffic accidents (including central nervous system trauma)
- Research on how to care for patients severely injured in traffic accidents, etc., in times of medical care shortages due to disasters, including pandemics, etc.



At a research grant presentation ceremony

10 Information Exchange Systems

General insurance companies (including foreign general insurance companies and the Non-life Insurance Policy-holders Protection Corporation of Japan) and association/federations of cooperatives which operate cooperative insurance, operate systems to share personal information including details of contracts, circumstances of accidents, contents of insurance claims, etc.

Automobile insurance contracts and accident check system

- **Information exchange system for automobile insurance contracts which have additional premium rates applied (grades 1 to 5)**

This system is, in cases where a customer has applied to an insurance company to newly conclude an automobile insurance contract that was not effected with that company in the preceding year, to conduct a check among general insurance companies as to whether the said insurance contract existed in the preceding year in order to succeed to and confirm its appropriate grade.

- **Automobile insurance no claims' checking system**

This is a system, in cases where a customer has changed the general insurance company with which he or she has effected automobile insurance, to conduct a check among general insurance companies, etc. as to whether there were any insured events in the preceding year's insurance contract in order to succeed to its appropriate grade.

- **Settlement system for provisional lump-sum claim payments for both voluntary and compulsory automobile insurance**

In cases where a general insurance company, etc. of voluntary automobile insurance pays an insurance claim in a lump sum, including an insurance claim under CALI that is insured with another general insurance company, this is a system to make a settlement of the insurance claim under CALI paid in advance after confirmation between the relevant general insurance companies.

- **Information exchange system concerning automobile accidents**

In order to make an appropriate insurance claim payment for accidents causing physical damage or property damage under automobile insurance, this is a system to conduct a check of a reported accident among general insurance companies, etc. as to whether there was any report about the accident.

- **Information exchange system concerning bodily injury claims, etc. *1**

In order to make an appropriate insurance claim payment by rejecting which fraudulent claims in insurances, etc. covers bodily injury, such as automobile insurance and personal accident insurance, as well as insurance, etc., covering personal effects, this is a system to conduct a check of a reported accident among general insurance companies, etc. as to whether there was any report about the accident.

- **Insurance contract checking system concerning special rules for the reinstatement of interrupted automobile insurance contracts**

In cases where a customer interrupted his or her automobile insurance contract in connection with cancellation, transfer, return to a leasing company, or expiration of the automobile inspection certificate regarding his or her automobile or due to the policyholder traveling overseas, etc., this is a system to ascertain the content of the contract before interruption when applying the contract grade before interruption to the new contract after interruption.

- **Insurance contract checking system concerning new contracts for policyholders who own multiple automobiles**

To apply a given discount to an insurance contract for the

second and onward automobile whose insurance is to be newly effected, this is a system to check with the general insurance company with which the first automobile's insurance is effected with regard to existence or nonexistence of an insurance contract of the first automobile, contract grade, etc.

- **Checking system concerning overlapping automobile insurance contracts**

This is a system to check for any redundantly concluded insurance contract on one automobile with multiple general insurance companies and to ensure that an appropriate insurance contract has been concluded.

- **Existing disability inquiry system**

In order to determine the appropriate degree of damage incurred when paying insurance claims under CALI and voluntary automobile insurance, and to work out the appropriate amount of damage based on laws and regulations, this is a system to perform a check on the degree of the past residual disability of victims among general insurance companies, etc.

- **Claims history and fraudulent claims information exchange system *2**

Through exchanging information on claim histories and fraudulent or suspicious claims among general insurance companies, etc., this system is intended to assess claim amounts so appropriate claim payments can be made in a fair and appropriate manner.

- **System to share information provided by the public regarding fraudulent insurance claims *3**

This system is intended to share the information about reported fraudulent insurance claims and a reported fact that indicates the possibility of such a claim among general insurance companies.

- **Claims history exchange system *4**

Regarding insurance claims for automobile insurance, CALI, personal accident insurance and personal belongings insurance, this system is to share and exchange the claimants' insurance claim record information in order to realize the idea of excluding a fraudulent claim, working out the appropriate amount of damage, and assuring proper claim payments.

Insurance contracts and accident check system on fire insurance, personal accident insurance, etc.

- **Policy data registration system on personal accident insurance, etc.**

Using this system to prevent insurance crime by registering with the GIAJ the content of insurance contracts (personal accident, etc.), general insurance companies check for any overlapping insurance contracts that pay claims for death/residual disability, hospitalization/outpatient, etc.

- **Information exchange system concerning bodily injury claims, etc.**

Same as *1

- **Overlapping insurance contracts/claim history inquiry system for fire and miscellaneous insurance**

In relation to accidents reported to general insurance companies, etc., this system checks for overlapping insurance contracts or accident notifications among general insurance companies, etc., in order to ensure appropriate insurance claim payments by excluding fraudulent claims against fire insurance and liability insurance, etc.

- **Claims history and fraudulent claims information exchange system**

Same as *2

- **System to share information provided by the public regarding fraudulent insurance claims**

Same as *3

- **Claims history exchange system**

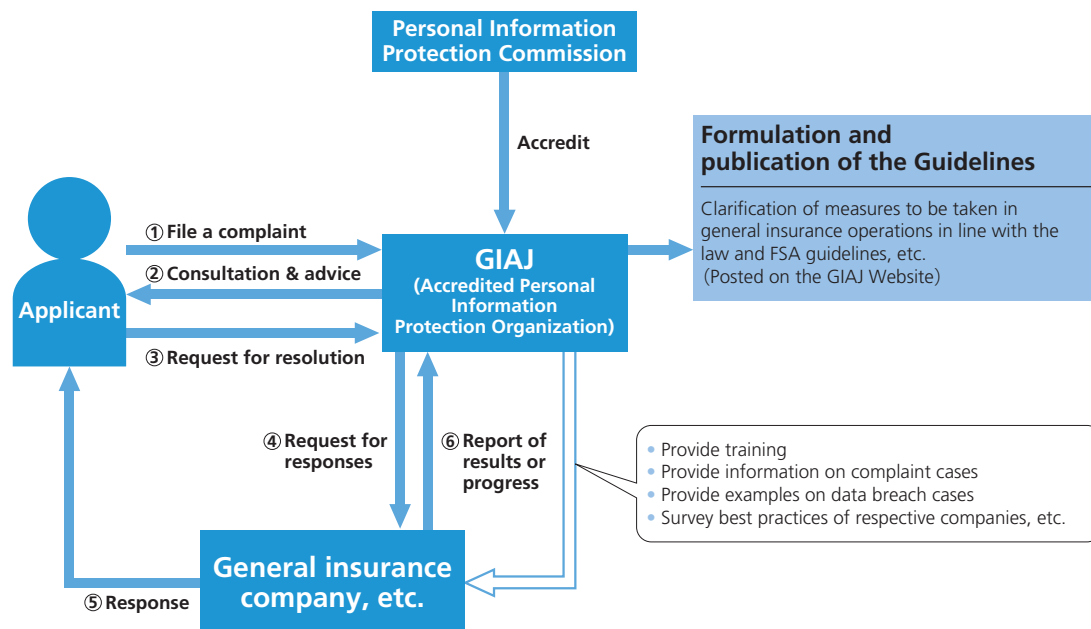
Same as *4

Efforts for protecting personal information

In order to gain consumer trust in the general insurance industry, the GIAJ has been bestowed the status of Accredited Personal Information Protection Organization based on the Act on the Protection of Personal Information, and carries out the following operations to ensure proper handling of personal information:

1. Processes complaints regarding members handling of personal information
2. Provides information to members
3. Enacts, revises or abolishes Personal Information Protection Guidelines, and gives guidance or recommendations to members regarding compliance with the Guidelines.

► Outline of the operations carried out by the GIAJ as an Accredited Personal Information Protection Organization



The Act on the Protection of Personal Information, which applies to all private entities, regardless of type of business and whether or not they are for-profit or non-profit organizations, stipulates only basic and versatile rules.

Thus, it is desirable for respective private industries to have their Accredited Personal Information Protection Organization and take their own autonomous measures, so that proper treatment of personal information is ensured according to the characteristics of the industry or business area, such as the nature of the personal information being handled, the ways in which it is used, and the actual situations in which it is treated.

11 International Business

Amid the growing globalization of the insurance business and the expanding international business activities of general insurance companies, the GIAJ is working to promote harmonization of international regulations and eliminate trade barriers by issuing requests and proposals and conducting relevant activities. Furthermore, the GIAJ is striving to increase the probability of having such requests met and proposals realized mainly through interaction with the insurance associations of various countries, pursuing technical cooperation of insurance, and dispatching information, and is also contributing to the sound development of overseas general insurance markets centering on Asia.

Requests and Recommendations

The GIAJ is expressing requests and opinions of the Japanese general insurance industry through attending various meetings of the International Association of Insurance Supervisors (IAIS), the Organisation for Economic Co-operation and Development (OECD), etc. and responses to various opinion inquiries, and is also making a proactive response to international public comments. In addition, with regard to service trade liberalization talks of the World Trade Organization (WTO) and bilateral-level trade issues, etc. between Japan and the U.S., the GIAJ is making a proactive appeal toward the realization of requests of the Japanese general insurance industry in close cooperation with overseas insurance associations, etc.

Technical Cooperation on Insurance

As a technical exchange program on insurance, the GIAJ has held the Insurance School (Non-Life) of Japan (ISJ) every year since 1972 with various areas within East Asia. Inviting general insurance company and insurance supervisory authority staff, both the ISJ General Course and Advanced Course offer lectures and workshops to participants from various regions. The ISJ also hosts an Overseas Seminar where lecturers are dispatched from Japan to give lectures on themes tailored to the needs of the various regions. In addition to this, the GIAJ is promoting technical cooperation on insurance for general insurance industries, primarily in Asia. This includes dispatching lecturers to OECD seminars, assisting the Financial Services Agency in capacity building, which includes allowing fellows from the Global Financial Partnership Center (GLOPAC) to attend the ISJ as observers, and supporting the development of insurance products and an education and examination system of insurance agents.

International Conferences

The GIAJ is promoting the exchange of information and opinions on insurance by attending the following international conferences:

- East Asian Insurance Congress (EAIC)
- ASEAN Insurance Council (AIC)
- International Union of Marine Insurance (IUMI)
- International Association of Insurance Supervisors (IAIS)
- Organisation for Economic Co-operation and Development (OECD)
- National Association of Insurance Commissioners (NAIC)

Interaction with Overseas Insurance Associations

The GIAJ takes part in mutual visits and information exchanges regarding markets with the major insurance associations of Europe, the U.S., and Asia. Whilst it exchanges opinions and information about the current status and issues of insurance markets and various international problems including the formulation of international insurance supervision standards, it also responds to service trade liberalization talks, and makes efforts to strengthen cooperative relationships. In 2012, the Global Federation of Insurance Associations (GFIA) was established. Through the activities of GFIA, the GIAJ conducts information exchanges, issues joint letters and facilitates interaction between insurance associations. To contribute to the development of mutual insurance industries through human exchanges and exchanges of opinions and information, to date the GIAJ has concluded cooperation memoranda with the following 15 overseas insurance associations:

- (1) French Insurance Association (FFA) (October 1997)
- (2) Association of British Insurers (ABI) (April 2001)
- (3) German Insurance Association (GDV) (May 2001)
- (4) Insurance Association of China (IAC) (May 2003)
- (5) American Insurance Association (AIA) (Currently American Property Casualty Insurance Association (APCIA)) (June 2003)
- (6) General Insurance Association of Korea (GIAK) (November 2003)
- (7) General Insurance Council (GIC) (India) (March 2007)
- (8) Insurance Association of Vietnam (IAV) (September 2009)
- (9) General Insurance Association of Indonesia (AAUI) (January 2010)
- (10) Insurance Association of Mongolia (IAM) (December 2010)
- (11) General Insurance Association of Malaysia (PIAM) (January 2011)
- (12) Myanmar Insurance Association (MIA) (January 2018)
- (13) Philippine Insurers and Reinsurers Association (PIRA) (June 2018)
- (14) ASEAN Insurance Council (AIC) (November 2018)
- (15) Thai General Insurance Association (TGIA) (October 2019)

Global Federation of Insurance Associations (GFIA)

The GIAJ is a member of the GFIA which represents through its 40 members and 1 observer association the interest of insurers and reinsurers in 67 countries (as of Feb. 2023). GFIA was established in 2012 to increase industry effectiveness in providing input to international regulatory bodies and to contribute more effectively to the international dialogue on issues of common interest. <https://www.gfiainsurance.org/>

Insurance School (Non-Life) of Japan, ISJ

The Japanese non-life insurance industry has been actively promoting the exchange of insurance expertise with overseas countries/regions.

The General Insurance Association of Japan (GIAJ) and the General Insurance Institute of Japan (GIJ) have jointly been providing an insurance technical exchange program called the Insurance School (Non-Life) of Japan (ISJ) for staff and management of non-life insurance companies and regulatory authorities in East Asian regions.

The ISJ was founded in 1972 as an international cooperation program organized by the Japanese non-life insurance industry. It is an entirely private initiative.

The GIAJ and GIJ jointly run both General and Advanced Courses to which they invite insurance practitioners to Tokyo from the 16 regions that participate in the ISJ. They also run the Overseas Seminar, which is an insurance seminar held in different cities (chosen in turn from among the regions), on theme of concern within the respective markets.*

The total number of graduates from General and Advanced Courses has now reached 2,254 and the Overseas Seminar has welcomed 5,960 participants (as of Jan. 31, 2023).

▶ ISJ Celebrates its 50th Anniversary

- Commemorative Logo Created and Special Webpage Launched

The GIAJ held a number of events to commemorate the 50th anniversary of the ISJ starting on November 1, 2022.

The ISJ, which began in 1972, celebrates its 50th anniversary in November 2022. To commemorate the anniversary, along with the creation of a new ISJ logo, a special webpage (English version) has been launched on the GIAJ's website. In addition, a keynote speech by the Executive Director of the Thai General Insurance Association (TGIA), a prominent ISJ alumnus, was given during the ISJ General Course, which started on November 7.

[ISJ 50th Anniversary Logo]



日本国際保険学校

The Insurance School (Non-Life) of Japan

IV

Outline of the General Insurance Association of Japan

1 History

Prior to the present Association's establishment in 1946, its origin can be traced back to 1917, when the Joint Fire Insurance Association of Japan was founded by domestic and foreign insurance companies operating at the time. In 1939 the Joint Association was reorganized as the Dai-Nippon Fire Insurance Association. In 1941 it was amalgamated with several marine insurance organizations, such as the Japan Marine Underwriters' Association and the Hull Insurers' Union (established in 1920 and 1927 respectively) into the former Marine and Fire Insurance Association of Japan consisting of only domestic companies as regular members. The following year, in 1942, its name and functions were changed

to the Non-Life Insurance Control Association to assist the government in the control of the industry during a chaotic economic period. However, shortly after hostilities ended, this Control Association was dissolved in September 1945. The Marine and Fire Insurance Association of Japan was reestablished on January 18, 1946, by all the domestic non-life insurance companies. On May 1, 1948, it was reorganized as an incorporated body. On May 20, 2003, it changed its English name to the General Insurance Association of Japan (GIAJ) and is currently composed of 29 member companies (as of Nov.1, 2022).

2 Objective

The objective of the GIAJ is to promote sound development and maintain reliability of the general

insurance business in Japan, and thus contribute to a secure and safe society.

3 Major Activities

a. Enhancing the dissemination and understanding of general insurance

The GIAJ provides a variety of information about general insurance for enhancing consumers understanding through the website of the GIAJ, and by sending lecturers to speech sessions.

b. Responding to consultation, complaints and disputes

The GIAJ operates the Sonpo ADR center (General insurance Counseling and ADR Center) to answer consumer inquires and carry out

proceedings for complaint and dispute resolution from a neutral, fair standpoint as a designated dispute resolution organization under the Insurance Business Act.

c. Improving the quality of insurance business administration

The GIAJ makes use of its position as a third-party organization to improve the quality of industry-wide business through advancing measures based on consumer opinions while establishing many other guidelines.

3 Major Activities

d. Maintaining and improving the business environment of general insurance

The GIAJ plays key roles in industry-wide systems, such as earthquake insurance. It also carries out research and study, and issues various requests and proposals of the general insurance industry in order to maintain and improve the business environment.

e. Preventing/reducing damage caused by accidents, disasters and crimes

The GIAJ makes efforts to reduce social/economic losses by conducting educational/awareness-raising activities and submitting proposals for traffic safety, and disaster and crime prevention.

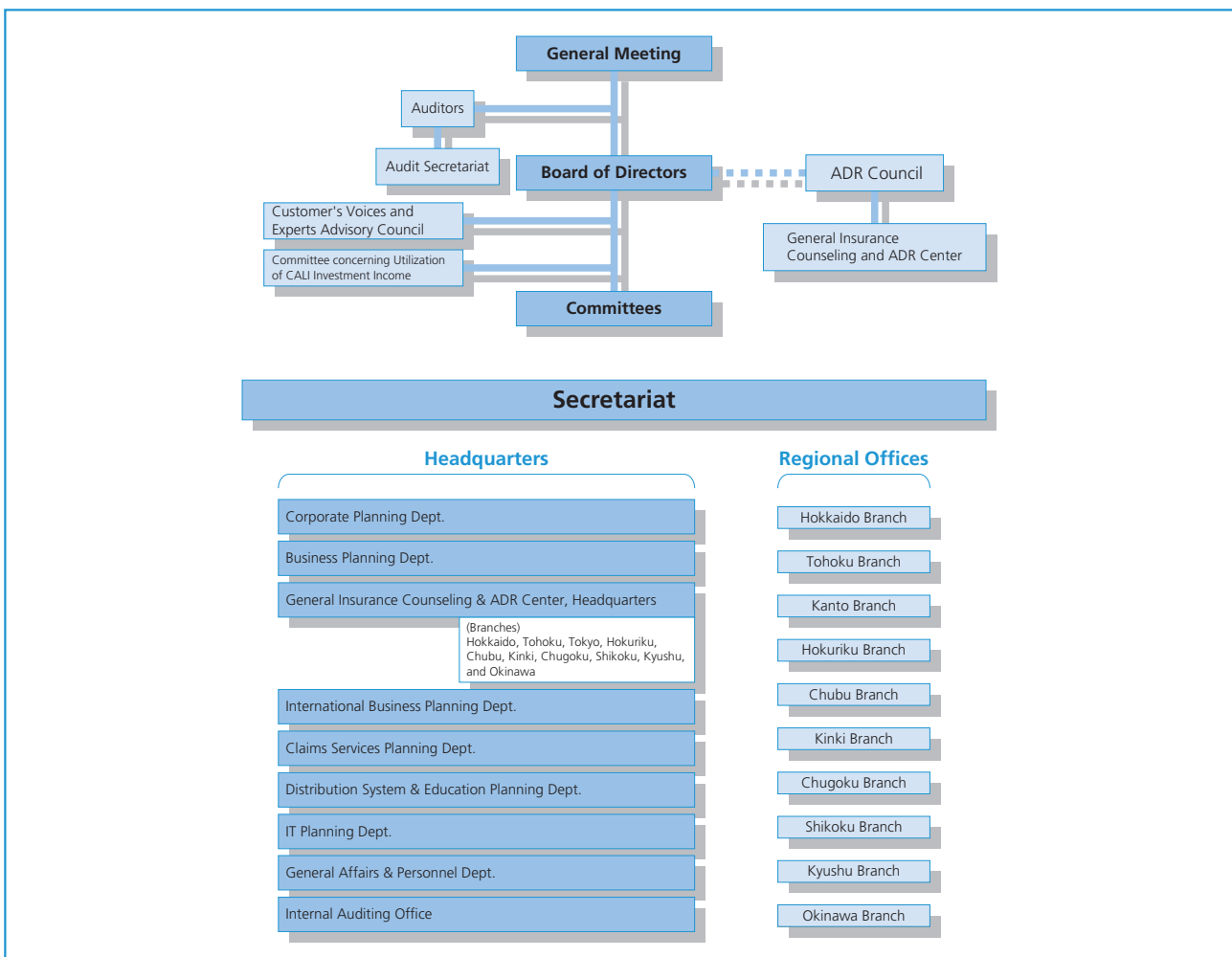
f. Education and examinations for insurance solicitors

The GIAJ implements educational programs and the examination system in order to enhance the quality of insurance solicitation.

g. Contribution to the global community

The GIAJ is a member of the Global Federation of Insurance Associations (GFIA), actively participates in the International Association of Insurance Supervisors (IAIS) standard setting activities as a stakeholder, closely monitors and advocates multilateral and regional trade discussions, enhances exchanges and cooperation with overseas insurance markets, and holds international seminars with participants from the East Asian region such as the Insurance School (Non-Life) of Japan (ISJ).

4 Organization (as of July 1, 2022)



5 Overview of the 9th Mid-Term Business Plan (2021-2023)

The 9th Mid-Term Business Plan identifies the priority issues that the GIAJ will undertake over the next 3 years. It also highlights the measures to be taken to address these issues, while carrying out businesses that contribute to the sound development of, and trust in, the industry, in a stable and highly productive manner, so that the general insurance industry develops sustainably by fulfilling social functions as a risk taker that supports customers.

The GIAJ aims to make a contribution to stakeholders, including customers, and accomplish SDGs by achieving the goals of the priority issues.

Priority Issues

1. Development of a sustainable business environment

- Responses to new lifestyles (review of paper-based, ‘seal-signing’ and face-to-face procedures, etc.), and standards and regulations at home and abroad
- Promotion of efficiency and enhancement of convenience by utilizing digital technologies
- Fulfillment of other roles associated with the ongoing evolution of both society and the natural environment (such as responses to climate change)

Relevant SDGs



2. Realization of a disaster-resilient society

- Contribution to the development of more resilient towns
- Industry-wide initiatives against natural disasters
- Enhancement of countermeasures against dishonest and fraudulent businesses that take advantage of disasters
- Promotion of insurance for enterprises

Relevant SDGs



3. Improvement of general insurance literacy

- Strengthening of relationships with educational institutions, the government, and intellectual experts, and collaboration with other financial industry organizations
- Enhancement of education for high school students
- Digitalization of educational tools and reform of methodologies

Relevant SDGs



The plan was worked out in light of circumstantial recognition, the positioning of businesses, the direction of efforts and expected roles, and by considering the effect and uniqueness of the measures that need to be taken to solve the issues at hand.

Circumstantial recognition

- Socio-economical: Super-aging society, cyber risks, etc.
- Global environment: Natural disasters due to global warming, megaquakes, etc.
- Technological innovation: Self-driving vehicles, AI, robots, 5G communications, etc.
- Regulatory environment; Customer-oriented business operations, global regulations, etc.
- Consumer attitudes: Diversification of consumer behaviors, digitalization, etc.
- COVID-19: Penetration of new lifestyles, etc.

5 Overview of the 9th Mid-Term Business Plan (2021-2023)

Positioning of businesses carried out by the GIAJ

- Businesses that are difficult for individual companies to carry out
- Businesses that can be carried out more efficiently and effectively as trade organizations

Direction of efforts toward the 'Future of the general insurance industry'

- Prompt and proper responses to environmental changes
- Promotion of business operations from the customers' perspective
- Establishment of a more robust and stable insurance system
- Fulfillment of further roles within international insurance markets

Roles expected of the GIAJ

- To contribute to improvements in business quality
- To contribute to improvements in operational efficiency
- To contribute to development of the business environment
- To contribute to development of the market environment

6 Guidelines, etc.

The GIAJ formulates various guidelines to contribute to the enhancement of the business quality of each of its member companies. Based on these guidelines, each GIAJ member company aims to develop easy-to-understand insurance products for its customers while at the same time enhancing the quality of its business practices, such as by establishing an appropriate soliciting system, a system for insurance claim payments, etc.

The main guidelines which have been formulated so far are as follows:

1. Guidelines on insurance distribution and claim payments

(1) Guidelines on "third-sector-products" (products whose cause of claim payments is sickness or nursing care)

These guidelines provide a set of points to note or to improve from the viewpoint of ensuring appropriate insurance solicitation and claim payments with particular focus on "third-sector-products".

(2) Guidelines on insurance solicitation for the elderly

These guidelines provide a set of points to be considered by member companies such as response taking into account the cognitive ability of the customer and the product characteristics when working out detailed measures for ensuring proper insurance solicitation for elderly customers.

(3) Guidelines on overlapping insurance coverage (Double insurance)

These guidelines illustrate the basic concepts and the standard measures to be taken to help member companies improve their preparedness to avoid or resolve overlapping coverage that is not based on the customers' needs.

(4) Guidelines on general insurance claim payments

In order to help member companies promote timely and proper claim payments, these guidelines provide a set of points to be considered for

improving claim payment systems/arrangements and when making claim payments. They are compiled in accordance with Japan FSA's Comprehensive Guidelines for Supervision of Insurance Companies.

(5) Guidelines on designing medical certificate forms

These guidelines provide the basic concepts for designing medical certificate forms, the items to be included in and points to be noted with regard to standard forms. The objective of the guidelines is to ease the burden on medical institutions with their issue of medical certificates and contribute to member companies' operational efficiency and their timely, proper and fair payment of claims, by promoting standardized medical certificate forms.

(6) Guidelines on preventing moral risk (fraudulent insurance claims) in personal accident insurance, etc.

These guidelines support member companies establish effective countermeasures against moral risk by providing a set of points to be considered when concluding insurance contracts and when making claim payments.

2. Guidelines on solicitation materials, etc.

(1) Guidelines for policy overviews and information that requires attention (Important matters)

In order to ensure that customers properly understand the insurance product being offered, these guidelines provide a standard format with regard to the items to be included in and points to be noted with regard to "policy overview" information and "information that requires attention" which list important matters that need to be explained to the customer at the point of sales/solicitation in line with the relevant laws and regulations (including Japan FSA's Guidelines for Supervision).

(2) Guidelines related to the description of solicitation materials, etc.

These guidelines provide basic concepts and points to consider when preparing solicitation tools and advertising through mass media to ensure that insurance products are properly understood by customers.

(3) Guidelines on making policy conditions more consumer-friendly

These guidelines provide actual examples to mitigate difficult-to-understand sentences and ways to eliminate discrepancy in expressions thereby help member companies prepare easy-to-understand policy conditions for personal line insurance products.

(4) Guidelines on technical terms used in policy conditions and solicitation materials

These guidelines are intended to have customers accurately understand the content of policy conditions, solicitation materials, etc. by showing how to make previously difficult-to-understand wording easier-to-understand. Technical terms are categorized into those that should be avoided and those that should be accompanied by supporting explanations.

3. Guidelines on advertising, etc.

(1) Ethical code for advertising

The code provides basic concepts for promoting advertisement in a fair and equitable manner. It underlines the importance of proactive disclosure of corporate information and mutual understanding with and trust by consumers and other stakeholders related to the business of insurance through interactive communication, as prescribed in the GIAJ's Code of Conduct.

(2) Guidelines on comparing general insurance products (Automobile insurance)

These guidelines are designed to help consumers properly understand and compare insurance products sold by member companies using information provided by the GIAJ.

4. Guides on compliance

(1) Guide on how to comply with the Act on Provision of Financial Services

It is the responsibility of each GIAJ member company to establish a compliance system in line with the Act on Provision of Financial Services, and ensure that the content of the law is followed by the company and its agents. This guide provides concepts of legal interpretation and measures that need to be taken in order to comply with the law.

(2) Compliance guide for solicitation

This guide provides comprehensive and easy-to-understand information on the rules to be observed by agents when selling insurance and explanations of the issues for agents to consider when ensuring compliance and establishing an internal control system.

5. Guidelines, etc. on the protection of personal information

(1) Basic policy on the handling of personal information by our Association

This policy sets GIAJ's basic concept and policy regarding personal information protection and security control measures.

(2) Guidelines on the protection of personal information for general insurance companies

In order to ensure proper handling of personal information by member companies, these guidelines set specific standards regarding the purpose of use of personal information and other information to be disclosed, security control measures to be taken, etc., in compliance with the Act on the Protection of Personal Information.

(3) Practical guidelines on safety control measures on the protection of personal information for general insurance companies

These guidelines set items to be observed by member companies regarding implementation of security control measures and guidance and supervision on the protection of personal information they provide to general insurance agents.

*Respective guidelines are only available in Japanese.

Principal initiatives to achieve SDGs

As part of its mission to contribute to the “realization of a safe, secure and sustainable society” and the “stabilization and improvement of the economy and people's lives”, the GIAJ has been working on “raising awareness of disaster prevention” and the “prevention and mitigation of traffic accidents”.

The SDGs (Sustainable Development Goals), which were adopted at the United Nations Summit in September 2015 and consist of 17 goals and 169 targets with a 2030 deadline, pledge to “leave no one behind”.

The GIAJ, together with its member companies, will continue to work proactively to contribute to the achievement of the SDGs.

▶ Relationship between the GIAJ's 9th Mid-Term Business Plan and SDGs (Mapping)

The GIAJ set three priority issues to be strengthened in its 9th Mid-Term Business Plan (FY2021 to 2023). We aim to contribute to the benefit of all stakeholders and accomplish the SDGs through the achievement of the priority issues.*

* Please refer to ‘⑤ Overview of the 9th Mid-Term Business Plan (2021-2023)’.

▶ Major efforts made by the GIAJ in relation to the SDGs (~FY2020)

1. Responding to changes in the social environment such as the super-aging population

Related SDGs



Video:

- An animated video in the style of rakugo (traditional Japanese comic storytelling) introduces examples of malicious business practices that take advantage of disaster victims and calls for consumers' attention.

Booklet and flyer:

“Three Points to Protect the Elderly from Risks and Ensure their Safety and Security”

“Traffic Accident Warning Flyer for the Elderly”

“Beware of Problems Related to Home Repairs”

2. Responding to ever-increasing disaster risks

Related SDGs



Video:

“Let's learn with videos! Hazard Maps”

- Learn about hazard maps, which are “x-ray images” of cities, and major natural disasters that occur in Japan.

3. Raising customers' risk awareness

Related SDGs



Video:

“The Role of Insurance”

- Learn about the risks surrounding us and the role of insurance.

4. Responding to increasingly diverse risks

Related SDGs



Flyer:

“Cyber Insurance Story”

“What is Cyber Insurance?”

5. Addressing environmental issues

Related SDGs



- Compiling action plans on environment protection, carbon-neutral society, recycling society, etc.
- Conducting Industry-wide surveys on environment protection
- Promotion of recycled auto parts
- Promotion of “Eco-Safe Driving”
- Publication of environmental policy

“Position Statement on Climate Change” published by the GIAJ

- Taking action to achieve carbon neutrality by 2050 -

GIAJ adopted its “Position Statement on Climate Change” in July, 2021. Global efforts are under way to address and tackle climate change, a serious risk that threatens national economies as well as people's way of life. In line with such efforts, Japan has committed to achieve carbon neutrality by 2050 and has launched various public and private mitigation and adaptation initiatives.

The general insurance industry will continue to play its part by providing insurance coverage and related services and promoting green investments. We remain committed to contributing to efforts on making a smooth transition to a sustainable society.

▶ GIAJ's Position Statement on Climate Change

The General Insurance Association of Japan (‘GIAJ’), recognizing that climate change poses both a risk and an opportunity (to initiate change and growth), supports Japan’s commitment to achieve carbon neutrality by 2050. To achieve this goal, GIAJ will undertake and promote the following actions in a collaborative manner with national and international initiatives.

- GIAJ member companies will take action on climate change mitigation and adaptation and play its part to support a smooth transition to a sustainable society. Actions include, but are not limited to, providing insurance coverage and related services, working together with GIAJ on supporting local efforts on disaster resilience building, promoting ESG based investments, and engaging customers through dialogue etc.
- GIAJ and its member companies, as part of its ongoing efforts on moving toward a carbon neutral society, will continue to reduce its own carbon footprint.

July 2021

Measures taken by the Japanese general insurance industry to respond to COVID-19

Responding to the COVID-19 pandemic that has been prevalent since around the end of fiscal 2019, the Japanese general insurance industry has, as part of Japan's financial infrastructure essential for maintaining social functions, worked to provide services related to general insurance, while placing the highest priority on protecting the health and lives of customers, agents, employees and others.

1. Basic policy

In order to ensure the health, safety and security of customers, agents, employees and others, both during and after the state-of-emergency, we formulated a "Basic Policy for Covid-19 Control", which outlines the basic concept of countermeasures against infectious diseases and provides specific example measures for preventing infection.

2. Special measures

As a response to customers who have difficulty in completing procedures related to insurance contracts and/or paying premiums due to the declaration of the state-of-emergency, etc., flexible measures have been introduced for procedures that meet certain conditions, as follows:

□ Compulsory Automobile Liability Insurance (CALI)

- To give policyholders a grace period for a certain period of time on the renewal of insurance contracts and premium payment due dates.
- To give policyholders a grace period for a certain period of time to complete procedures regarding contract alteration, cancellation and correction, and to make related premium payments.

□ Medical insurance, etc.

For customers who have been infected with COVID-19 and are forced to stay home or in other accommodation, flexible measures have been taken, such as reducing to a minimum the number of items required as proof of illness, etc. in order to receive claim payments.

3. Responses to consultations and contract inquiries

The General Insurance Counseling and ADR Center has responded to 269 consultations and complaints regarding insurance due to COVID-19 (as of March 31, 2022).

4. Others

A total of 300 million yen was donated through the Japanese Red Cross Society and the All Japan Hospital Association to support medical personnel in the fight against COVID-19.



1

Licensed Domestic Companies (33 Companies as of Nov. 1, 2022)

- **AIG General Insurance Company, Ltd.**
- **Aioi Nissay Dowa Insurance Co., Ltd.**
- **Allianz Fire and Marine Insurance Japan Ltd.**
- **American Home Assurance Company, Ltd.**
- **Anicom Insurance, Inc.**
- **au Insurance Company, Limited**
- **AXA GENERAL INSURANCE COMPANY LIMITED**
- **Capital Insurance Corporation**
- **Cardif Assurances Risques Divers Japan**
- **Chubb Insurance Japan**
- **The Daido Fire and Marine Insurance Co., Ltd.**
- **E.design Insurance Co., Ltd.**
- **H.S. Insurance Co., Ltd.**
- **ipet Insurance Co., Ltd.**
- **Japan Earthquake Reinsurance Co., Ltd.**
- **JI Accident & Fire Insurance Co., Ltd.**
- **The Kyoei Fire & Marine Insurance Co., Ltd.**
- **Meiji Yasuda General Insurance Co., Ltd.**
- **Mitsui Direct General Insurance Co., Ltd.**
- **Mitsui Sumitomo Insurance Co., Ltd.**
- **Nisshin Fire & Marine Insurance Co., Ltd.**
- **Pet & Family Insurance Co., Ltd.**
- **Rakuten General Insurance Co., Ltd.**
- **Rescue Insurance Co., Ltd.**
- **SAISON AUTOMOBILE & FIRE INSURANCE CO., LTD.**
- **Sakura Insurance Inc.**
- **SBI Insurance Co., Ltd.**
- **SECOM General Insurance Co., Ltd.**
- **Sompo Japan Insurance Inc.**
- **Sony Assurance Inc.**
- **The Toa Reinsurance Co., Ltd.**
- **Tokio Marine & Nichido Fire Insurance Co., Ltd.**
- **Zenkankyo Reiwa Insurance Company, Limited**

(● represents the GIAJ member companies.)

2 Licensed Foreign Companies (22 Companies as of Nov. 1, 2022)

- Assuranceforeningen Gard - gjensidig - (Norway)
- Assuranceforeningen SKULD Gjensidig (Norway)
- Atradius Crédito y Caución S.A. de Seguros y Reaseguros (Spain)
- The Britannia Steam Ship Insurance Association Europe (Luxembourg)
- Coface Japan (Compagnie Française d'Assurance pour le Commerce Extérieur) (France)
- Euler Hermes SA (Belgium)
- General Reinsurance AG (Germany)
- HDI Global SE (Germany)
- Hyundai Marine & Fire Insurance Co., Ltd. (South Korea)
- Muenchener Rueckversicherungs-Gesellschaft AG in Muenchen (Germany)
- The New India Assurance Company Ltd. (India)
- The North of England Protecting and Indemnity Association Limited (U.K.)
- RGA Reinsurance Company (U.S.A.)
- SCOR SE (France)
- The Society of Lloyd's [Lloyd's Japan Inc.] (U.K.)
- Starr Indemnity & Liability Company (U.S.A.)
- Steamship Mutual Underwriting Association Limited (U.K.)
- Swiss Re Asia Pte. Ltd. (Singapore)
- Swiss Re International SE (Luxembourg)
- Transatlantic Reinsurance Company (U.S.A.)
- The United Kingdom Mutual Steam Ship Assurance Association Ltd. (U.K.)
- Zurich Insurance Company Ltd (Switzerland)

3 General Insurance Organizations (as of Nov 1, 2022)

- General Insurance Rating Organization of Japan
- Non-Life Insurance Policy-holders Protection Corporation of Japan
- The Japan Atomic Energy Insurance Pool
- The General Insurance Institute of Japan
- Foreign Non-Life Insurance Association of Japan
- Independent Insurance Agents of Japan, Inc.
- Japan Insurance Brokers Association
- The Small Amount & Short Term Insurance Association of Japan
- Loss Adjusting Association of Japan
- All Japan Independent Adjusters Association



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