

October 1, 2024
Sompo Holdings, Inc.
Sompo Japan Insurance Inc.
Sompo Himawari Life Insurance Inc.
Sompo Care Inc.

Full-scale Development of the SOMPO Group's "Connect with customers and deliver connected services" Approach to Wellbeing
Nursing care × life insurance, and health management × fitness

Sompo Holdings, Inc. (Group CEO and President: Mikio Okumura, hereinafter "Sompo Holdings") will begin offering a new service and a new product starting on October 1 as part of its "Connect with customers and deliver connected services" approach to wellbeing. This initiative seeks to integrate and evolve products and services across various business segments within the SOMPO Group to achieve SOMPO's purpose of "For a future of health, wellbeing and financial protection." The new service will connect nursing care with life insurance, while the new product will link health management with fitness.

1. Background

Sompo Holdings has been considering its "Connect with customers and deliver connected services" approach, which seeks to link products and services across various business segments by consolidating the customer base, strengths, and expertise of each group business. This initiative is intended to address social challenges and build a wellbeing business foundation aimed at SOMPO's sustainable growth, as outlined in the new Mid-Term Management Plan.

We are pleased to announce that Sompo Holdings is now starting the rollout of products and services that embody its "Connect with customers and deliver connected services" approach in collaboration with group companies: Sompo Care Inc. (President and CEO: Takamitsu Washimi, hereinafter "Sompo Care"), Sompo Himawari Life Insurance Inc. (President and CEO: Yasuhiro Oba, hereinafter "Sompo Himawari Life"), Sompo Japan Insurance Inc. (President and CEO: Koji Ishikawa, hereinafter "Sompo Japan"), Wellness Communications Corporation (President and CEO: Yasuhide Matsuda, hereinafter "Wellness Communications"), and RIZAP Inc. (Representative Director, President: Takeshi Seto, hereinafter "RIZAP").

2. Overview of the initiative

(1) Nursing care × life insurance

The collaboration between Sompo Care and Sompo Himawari Life will offer customers and their families new value "nursing care solutions," helping them live fulfilling and secure lives from the time they take out insurance through their later years.

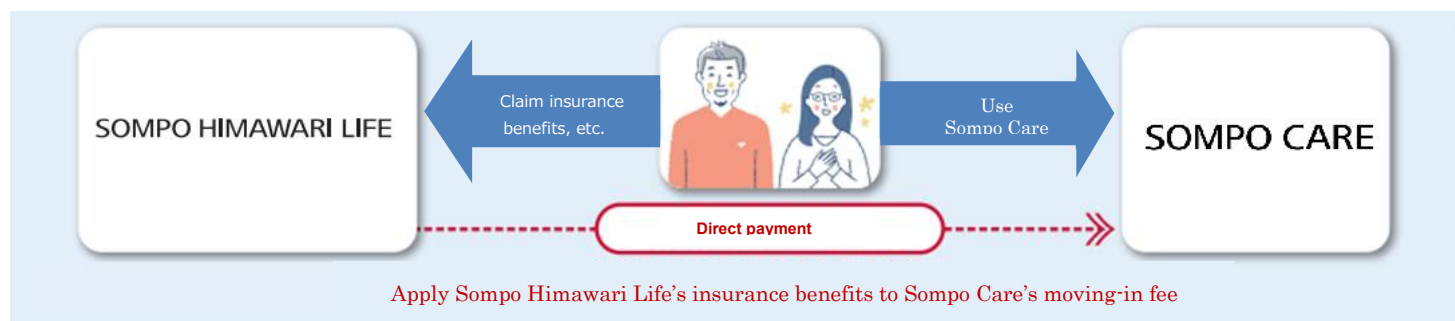
1) Support for customers through the "Care Concierge"

We are establishing the "Care Concierge," a system designed to provide continuous, attentive support to SOMPO customers and their families. In the future, it will offer a one-stop solution for customers' concerns related to nursing care, health, and finances (insurance), with the aim of becoming a truly supportive presence for our customers.

As the first phase of "Care Concierge," Sompo Himawari Life will launch a dedicated hotline for Sompo Care's "Nursing Care Consulting Room" for Sompo Himawari Life customers, starting on October 2. This service will provide a wide range of consultation services related to nursing care. The Nursing Care Consulting Room will accept inquiries about the nursing care insurance system, how to obtain certification for long-term care needs, the types of nursing care services available, etc., helping to alleviate customers' anxieties and burdens regarding nursing care.

2) Direct payment system for nursing care

From October 2, when a Sompo Himawari Life customer moves into a Sompo Care nursing care home and wishes to use this system, the applicable insurance benefits and payments will be made directly from Sompo Himawari Life to Sompo Care. This will reduce the temporary financial burden at the time of moving in.*1*2



Payments eligible for the direct payment system for nursing care*3

Types of insurance benefits from Sompo Himawari Life	Sompo Care's moving-in fee
Lump-sum nursing care payment, nursing care annuity, comprehensive disability annuity, dementia lump-sum payment, nursing care prepayment rider benefit, disability/nursing care insurance benefit*4	Fee for admission to fee-based nursing homes, etc. (prepayment plan)

*1 Use of the direct payment system for nursing care is optional. Customers can choose the direct payment system for nursing care by making a request to Sompo Himawari Life or Sompo Care.

*2 Use of this system is subject to certain conditions. Depending on the timing of moving into a Sompo Care nursing home or the timing of claiming insurance benefits from Sompo Himawari Life, it may not be possible to utilize this system.

*3 The current eligibility of Sompo Himawari Life's insurance benefits and Sompo Care's moving-in fee for the direct payment system for nursing care, as of this announcement, may be subject to change without prior notice to customers.

*4 Payments of each insurance benefit are subject to certain conditions. The final determination of payment eligibility will be based on the submitted claim documents.

Sompo Japan has already partially introduced the direct payment system for nursing care, and plans to expand the coverage under this system in the future.

(2) Health management × fitness

Sompo Himawari Life has formed a business alliance with Wellness Communications, and will introduce a new corporate product called the “New Value Pack” from October 1. This product combines Wellness Communications' health management cloud service “Growbase*5” with RIZAP's convenience gym service “chocoZAP.” In addition to the New Value Pack, Sompo Himawari Life aims to support the health of individual employees by offering healthcare services such as AI-based predictions of health risks within five years based on registered health checkup results.

By signing up for the New Value Pack, company employees will be able to review their health checkup results and incorporate exercise habits through the use of chocoZAP, thereby enhancing their health and addressing health-related concerns. Companies can expect to see an improvement in productivity as a result of improved quality of life (QOL) of their employees.

The New Value Pack is scheduled to be available at Sompo Japan starting November 1, offering corporate customers a new added value that leads to wellbeing.

*5 Growbase is a health management cloud service that digitizes and centralizes health management information such as health checkups, stress checks, interview records, and long working hours to support the health of companies and workers.

3. Going forward

SOMPO will continue to develop new wellbeing products and services that “Connect with customers and deliver connected services,” aiming to address social challenges stemming from the three “concerns” related to health, nursing care and retirement finances.