

September 12, 2025

Sompo Holdings, Inc.
Mikio Okumura, Group CEO, Director
President and Representative Executive Officer
(Stock code 8630, TSE Prime Market)

Sompo Japan Insurance Inc.
Koji Ishikawa, President and CEO

**Status of Progress on the Business Improvement Plans
(Update on disclosed matter as of August 31, 2025)**

Sompo Holdings, Inc. (Group CEO, Director, President and Representative Executive Officer: Mikio Okumura, hereinafter “Sompo Holdings”) and Sompo Japan Insurance Inc. (President and CEO: Koji Ishikawa, hereinafter “Sompo Japan”) today reported the status of progress on the business improvement plans and related matters to the Financial Services Agency in accordance with a business improvement order dated January 25, 2024 regarding their measures to address fraudulent automobile insurance claims and related matters.

Sompo Japan also reported the status of progress on a business improvement plan to the Financial Services Agency in accordance with a business improvement order dated December 26, 2023, concerning insurance premium adjustments and other practices, and a business improvement order dated March 24, 2025, concerning the leakage of customer information, among other matters.

We will sincerely implement and firmly establish each measure of the business improvement plan in our operations, leveraging these efforts for the Group's growth, so that we can regain the trust of, as well as hear from, all the stakeholders such as customers, society, and shareholders, “We're glad we chose Sompo Japan. We're glad we chose SOMPO.” aiming to become “New Sompo Japan,” a company that thinks like a customer in every aspect of business.

Please see our news release for further information (available in Japanese).

https://www.sompo-hd.com/-/media/hd/files/news/2025/20250912_1.pdf

(Note)

This document has been translated from the Japanese original for reference purposes only. In the event of any discrepancy between this translated document and the Japanese original, the Japanese original shall prevail.