

**UNOFFICIAL TRANSLATION**

Although the Company pays close attention to provide English translation of the information disclosed in Japanese, the Japanese original prevails over its English translation in the case of any discrepancy.

February 18, 2015

Company Name: JAPAN POST INSURANCE Co., Ltd.

Representative: Masami Ishii, Director and President, CEO, Representative Executive Officer

**Further Refinement of Insurance Claim Payment Operation  
through Utilization of IBM's Watson**

Japan Post Insurance Co., Ltd. ("Japan Post Insurance"; Chiyoda-ku, Tokyo; Masami Ishii, Director and President, CEO, Representative Executive Officer), together with IBM Japan Corporation (Head Office: Chuo-ku, Tokyo, General Manager: Paul Yonamine, NYSE: IBM), aims to provide payments for insurance claims in a higher service quality and in a more prompt and efficient manner, and are speculating the plausibility of further enhancement of insurance claim payment operations and other operations through utilization of the Watson technology, which is IBM's cutting-edge cognitive computing system.

Currently at Japan Post Insurance, in order to ensure accurate and prompt payments with respect to claims made by customers, operations including confirmation of claim applications and review of claims using the "insurance payment back office system," which utilizes image workflow.

The claim review process often requires not only systematic examination, but also examination by examination staff so as to appropriately assess whether claims qualify as causes for payment under our policies and other factors.

The reason why assessment by examination staff is needed is because the claim review process requires knowledge of rules such as contract terms and payment policies, medical expertise to understand medical certificates and other documents submitted by customers, as well as legal and other relevant knowledge and experiences to decide execution or rejection of payments.

Utilizing Watson, IBM's cutting-edge cognitive computing system, Japan Post Insurance will seek for further enhancement of its operations.

Specifically, we will consider the development of an operational support function which analyzes our payment examination data of Japan Post Insurance (one of the largest data sources in Japan), contract terms, relevant laws and regulations and past cases, and shows choices with certainty factors for staff to make payment decisions. This will enable the examination staff to make quick and accurate payment of insurance claims.

Looking ahead, Japan Post Insurance is committed to achieving its management philosophy of aiming to become "Japan's most familiar and trusted insurance company"

through initiatives such as improvement of its services.

\*Cognitive computing

A technology whereby computers make links to various data input and analyze and learn from it to provide support to decision making through computing the estimated results with evaluation and bases of such results.