

2025

Annual Report

Kokumin Kyosai co-op

National Federation of Workers and Consumers Kyosai Cooperatives

A Message from the President

We would like to express our sincere gratitude for your continued interest in and support of the activities and initiatives of Kokumin Kyosai co-op. To provide you with a clear overview of our business and financial status, as well as our various efforts, we have prepared this report, which we hope will help deepen your understanding of our organization.

In fiscal year 2024 (June 2024-May 2025), Japan once again experienced a series of large-scale natural disasters, including hailstorms, heavy rains, typhoons, snow damage, and wildfires across the country. This summer was marked by intense heat and widespread heavy rainfall from Kyushu to Tohoku, underscoring the growing diversity and frequency of natural disasters. We would like to extend our heartfelt sympathies to all those affected and sincerely hope for the earliest possible recovery. As a consumer cooperative dedicated to mutual aid, we are committed to supporting each member individually and fulfilling our role and responsibility as a cooperative society.

Fiscal year 2024 marks the third year of our "Medium-Term Management Plan 2022-25: Transformation and Creation." Reflecting on the first two years, we have actively pursued initiatives aligned with our "Three Visions (Ten Actions)" to create and implement "New Mutual Aid."

As a result of our ongoing efforts to introduce and expand the use of our official app and our "My Page" online portal, the number of My Page registrations has exceeded one million. By enhancing our web functions, we have strengthened communication with our members and improved convenience.

To further enhance member convenience and streamline administrative operations with our partner organizations, we rolled out the "Set Kyosai (group insurance) Web System" nationwide in February 2025. In addition, we have continued to collaborate with our co-creation partner organizations on various initiatives.

In April 2025, we revised one of our core products, "My Car Kyosai"(automobile insurance) introducing new special clauses and expanding coverage to provide even greater peace of mind for drivers and owners of vehicles. We are also thoroughly pursuing "quality improvement" in damage assessment operations utilizing digital technology, aiming to enhance product competitiveness and ensure the stable provision of high-quality damage assessment services into the future.

Furthermore, we have continued initiatives to address social issues which support disaster recovery through the use of mutual aid, such as the "Disaster-affected Area Support Project," "The Traffic Safety for 7-Year-Olds Project," and the "Children's Well-being Support Project."

As the final year of our medium-term management plan, fiscal year 2025 will see us set new challenges based on the progress made over the past three years, further advancing the creation and implementation of "New Mutual Aid."

In promoting our key initiative, "Kokumin Kyosai co-op Helpful DX," our focus will be on creating valuable outcomes for members and society through both digital innovation and the human connections it fosters. With "DX to be CX" - that is, using DX to improve CX - as our guiding principle for enhancing member experience, we will boldly take on the challenge of co-creating and implementing new forms of mutual aid with all stakeholders.

We look forward to your continued support.

Shuichi Uchikoshi 打越 秋一



Kokumin Kyosai co-op is a Cooperative

Kokumin Kyosai co-op is a popular name of National Federation of Workers and Consumers Kyosai Cooperatives. It is a not-for-profit organization, owned, managed, and utilized by its members. Kokumin Kyosai co-op provides both life and non-life insurance to improve members' security in life.

Mission Statement

“Towards a Safe and Affluent Society through Mutual Help”

Unchanging values that Kokumin Kyosai co-op should share with its members. This reflects our fundamental spirit of “helping each other”.

The meaning of “Kokumin Kyosai co-op”

We rebranded ourselves as “Kokumin Kyosai co-op”, a popular name designed to allow more people to feel closer to us, and to convey our mission and values more easily. We have used this name since June 2019.

This name is directly derived from its Japanese version's sound and means that we are a cooperative organization to provide mutual aid for all citizens in Japanese.

1. **Kokumin** means all citizens in Japan

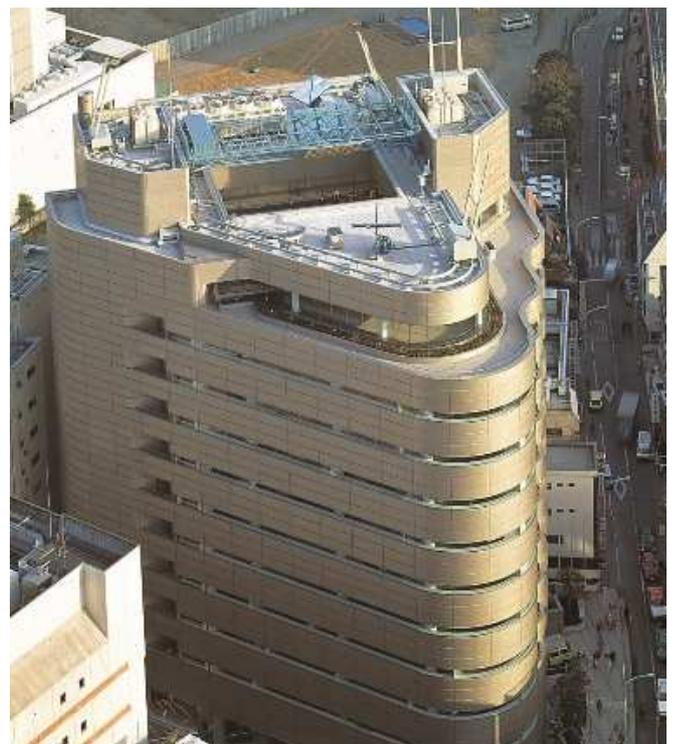
We hope more people across the country join our mutual aid movement.

2. **Kyosai** means providing mutual aid system and the spirit of helping each other

We provide mutual aid needed by more and more people according to their individual lives.

3. **co-op** means Cooperative

We get people together and protect their lives with our mutual aid system.



Kokumin Kyosai co-op head office

Kokumin Kyosai co-op aims to realize its ideals not only through its business, but by working together

Our

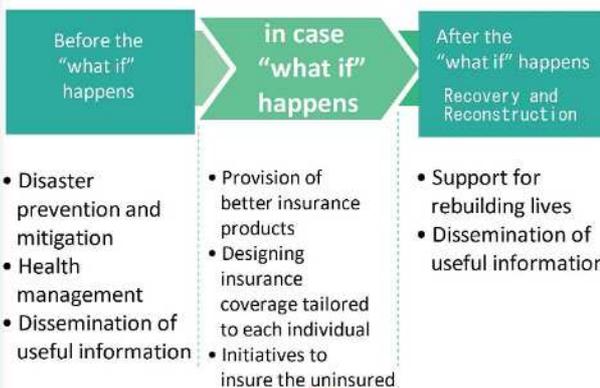
Towards a Safe and Affluent

Supporting the Lives of Our Members

Business (Insurance coverage/Services)

① Providing peace of mind through Kyosai

Kyosai is a system of mutual aid. Through mutual aid, we support our members' lives in a comprehensive manner, providing services to prevent and reduce the harm from disasters and providing financial support in the event of an emergency so that they can rebuild their lives quickly.



We will work not just by providing



Our

⑤ Building a society through

We will work to develop our projects movement through co-creation organizations and other co-creation
*Labor credit unions, consumer cooperatives, and maintenance businesses, NPOs, and ideals and aspirations.



We will utilize the gained through our in our business.



⑥ Employee engagement

We work to build an attractive organization by developing human resources, working styles, so that each and every employee can fully demonstrate

with like-minded organizations and the community to build a better world and address social problems.

Philosophy

Society through Mutual Help

to solve social issues,
mutual aid and services.



co-creation
and the cooperative
activities with partner
partners.

cooperative organizations, automobile dismantling
other organizations and groups that share our



experience and networks
efforts to solve social issues



further empowering women, and encouraging their potential and play a more active role.



Medium-term Management Plan 2025:

Transformation and Creation

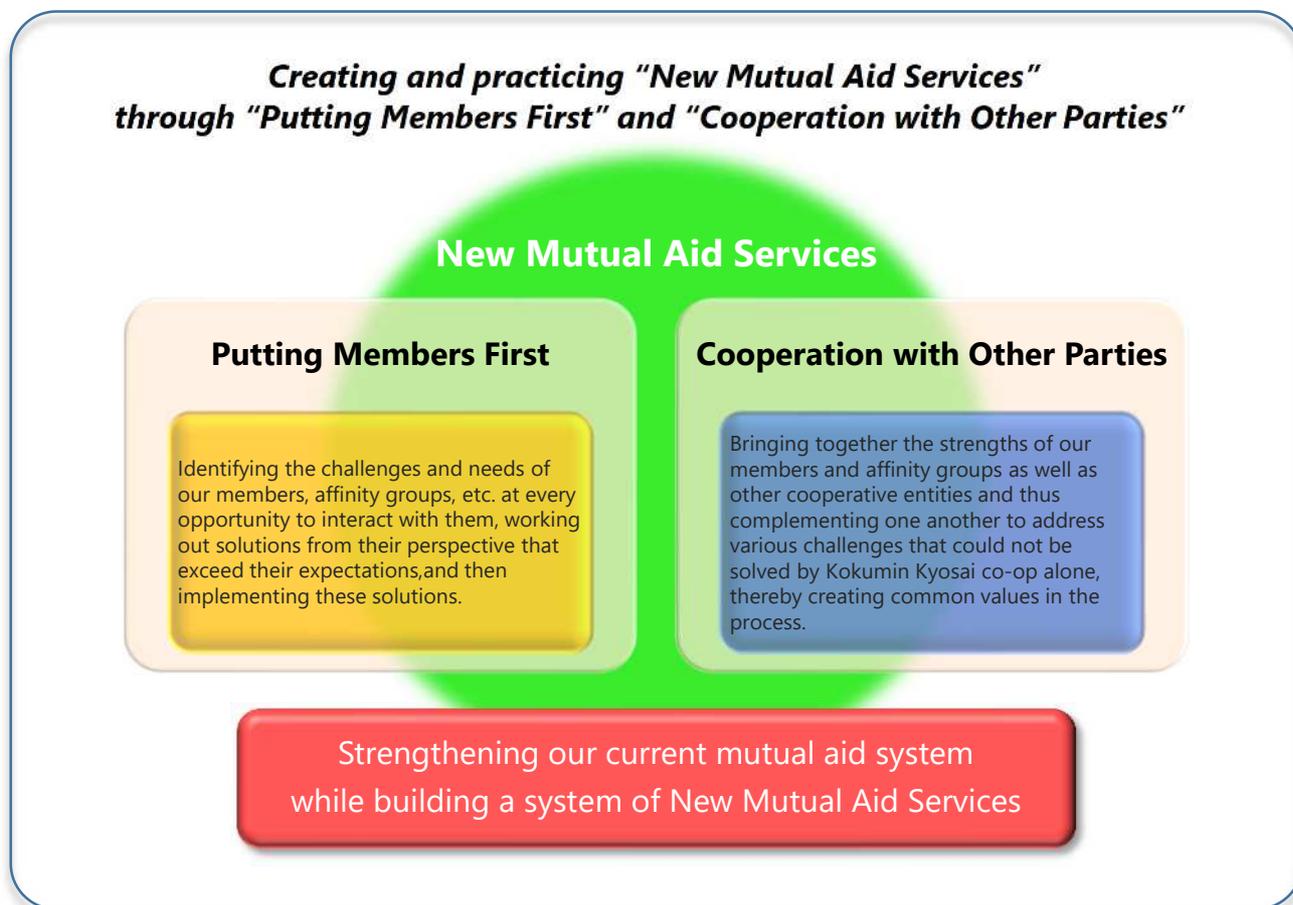
We have formulated a new four-year management plan, "Medium-term Management Plan 2025: Transformation and Creation", which started in FY 2022, and will continue to promote our efforts to further serve our members and to develop our mutual aid business.



1. New Mutual Aid Services

Thanks to the rapid development and spread of digital technology in recent years, web and online services have become more convenient. Because of this, we need to change and diversify our mutual aid services accordingly.

As society faces a variety of technology trends and changes, we will strive for sustainable business growth and the development of our co-operative efforts through taking on the challenge of creating and implementing new mutual aid services that incorporate digital technology into our business based on the principles of "Putting Members First" and "Cooperation with Other Parties" during the four years.



2. The shape of our vision

We have set out three visions and 10 actions as a specific vision of the “New Mutual Aid Services” we want to create and put into practice, and we will promote these initiatives while sharing them with our members, consumers, affinity groups, and partner organizations.

Our vision of our relationship with our members and consumers

1. Diversifying communication channels and tools to be a more accessible organization
2. Increasing the value of our business to our members by offering attractive products and great service
3. Expanding the scope of our mutual aid in society and increasing its value to society and the natural environment, by providing our members with opportunities to participate in our cooperative activities which aim to build understanding and support from the public

Our vision of our relationship with affinity groups and collaboration partners

4. Establishing a more efficient web-based interaction system based on the strength of our relationships with our members
5. Tackling shared issues with other organizations
6. Building mutual aid in local communities through partnerships with affinity groups and collaboration partners

Our vision of operations and management

7. Optimizing our organizational structure and roles utilizing digital technology and modern workstyles
8. Improving our data processing and claim payment systems through digital transformation
9. Updating personnel structures at our branch offices to concentrate communication and sales activities to align with the principle of Putting Members First
10. Ensuring financially sound and stable management

Kokumin Kyosai co-op's SDGs Action Pledge

Since its founding in 1957, Kokumin Kyosai co-op has been working together with our members, affinity groups, labor unions, other cooperatives to expand our mutual aid furthering our mission "Towards a Safe and Affluent Society through Mutual Help". This activity is in line with UN's Sustainable Development Goals (SDGs), which aim to create a society where no one is left behind. Kokumin Kyosai co-op reaffirms our role and responsibility in supporting our members and local communities impacted by harsh circumstances such as widening financial disparity, large-scale disasters, and the COVID-19 pandemic, and strives to contribute to the achievement of the SDGs.

- 1 Providing a sense of security through our mutual help


- 2 Environmental conservation efforts


- 3 Support for sound upbringing of children, including child rearing assistance, traffic safety projects, and health development programs


- 4 Disaster prevention and mitigation programs to protect our members from natural disasters such as typhoons and earthquakes


- 5 Collaboration with like-minded parties to build a vibrant society where people can work and live actively


- 6 Maintaining a competitiveness in the face of a fast-changing business environment



Our Main Efforts in FY2024

In fiscal year 2024, the third year of the “Medium-Term Management Plan 2022-25: Transformation and Creation,” we proceeded with the introduction and promotion of our official app, the development of Kokumin Life Support (Support for insurance planning and for lifestyle planning), and initiatives to address social issues linked to fire coverage check-ups, based on the “Three Visions” that set out the goals of creating and practicing “new mutual aid services.”

Our Three Visions

1. Our vision of our relationship with our members and consumers

(i) Establishing diverse communication methods

We have expanded the functions of “My Page,” our member-facing web service, by adding features such as notifications regarding account transfer information. In addition, we have enabled members to choose digital delivery for policy certificates and renewal documents according to their preference.

(ii) Providing a broad sense of security

Taking into account measures for a fundamental reform of damage assessment operations and improvements based on member feedback, we revised the terms of our automobile insurance in April 2025. This has enhanced products and services to offer even greater peace of mind for our members.

In addition, to enable comprehensive coverage proposals for our members, we enriched the content of retirement and nursing Coverage Design Support Guide, which is used for coverage consultations, thereby responding to the increasingly diverse needs of our members.

Furthermore, in line with members’ needs and with the aim of contributing to their prosperous lives, we revised the assumed interest rate in April 2025 and actively promoted products with maturity benefits, such as Long-term Individual Life Insurance, with the intent of advancing proposals for total coverage for our members.

(iii) Fostering participation and understanding of our business and initiatives

With the aim of having members feel that they are participating in our social contribution activities through being our policyholders, we made donations to environmental groups in proportion to the number of new “Fire Insurance for Eco-friendly Houses” contracts.

In addition, as part of the “Disaster-affected Area Support Project”, we made donations to volunteer support groups that were engaged in restoration support activities in disaster areas, in proportion to the number of Fire Insurance.



2. Our vision of our relationship

with affinity groups and collaboration partners

(i) Introduction and development of a Web System for Set Kyosai (Group Insurance)

We fully rolled out the Set Kyosai Web System in February 2025 to promote “New Mutual Aid Services” in the workplace. By digitizing procedures for Set Kyosai, this system enhances convenience for our members and improves operational efficiency for our partner organizations.



(ii) Initiatives in collaboration with affinity groups and co-creation partner organizations

We strengthened our co-creation activities with partner organizations, implementing initiatives such as optimizing member coverage and eliminating lack of coverage in case of disaster. In addition, through the Co-creation Policy Council and other meetings, we jointly carried out various initiatives with our co-creation partners, including promoting Kyosai products, disaster prevention and mitigation, and traffic safety.



(iii) Initiatives to solve social issues through mutual aid services

We continued to implement the “Traffic Safety for 7-Year-Olds Project” (donation of road-crossing flags in accordance with the number of Automobile Insurance estimates made) to protect children from traffic accidents, and the “Children’s Well-being Support Project” (donation of jump ropes and long ropes in accordance with the number of new enrollments in the Kokumin Insurance (Child Coverage Type)) to promote healthy development of children. In addition, through co-creation with local organizations and our members, we carried out various social initiatives across Japan, focusing on topics such as “the sound development of children,” “disaster prevention and mitigation,” and “traffic safety.”



3. Our vision of operations and management

(i) Optimization of structure and roles

To nurture and empower talent that creates and practices “New Mutual Aid” through Helpful Thinking and co-creation, we have worked to build an environment where employees can think and learn independently. In addition, to promote flexible and autonomous work styles that embrace diversity and enhance operational efficiency and productivity, we advanced initiatives such as developing telework environments and introducing a flextime system. Furthermore, to foster a workplace culture where diverse and inclusive talent can thrive, we formulated the “Kokumin Kyosai co-op D&I Vision and Roadmap.”

(ii) Advancement and streamlining of administrative and payment operations

Further digitization of administrative processes and insurance benefit payment operations

We launched initiatives to expand usage among members, such as enabling claims through the app and My Page for Group Insurance. In addition, to improve administrative efficiency and enhance the sophistication of human-driven operations, we reorganized and reviewed work processes, expanded the scope of online claim procedures, and advanced the digitization of tasks that were previously handled manually, such as checking and supplementing application forms.

Fundamental reform of loss adjustment operations

In March 2025, to enhance services for members by pursuing greater sophistication and speed in loss adjustment for automobiles and housing, we implemented a fundamental review of operations and structures through a business partnership with Tokio Marine & Nichido Fire Insurance Co., Ltd. Leveraging new loss adjustment systems and other digital technologies, as well as a new organizational framework, we advanced prompt and efficient loss adjustment responses to deliver even greater value to our members. In addition, to improve the quality of operations and customer interactions in loss adjustment, we introduced and expanded the use of a web-based meeting system for members, and implemented initiatives such as adding QR codes to forms for housing related claims that link to instructional videos on claim procedures.

(iii) Framework for Enhancing Member Support

We have implemented initiatives at our nationwide offices to improve CX (Customer Experience), by anticipating every point of contact with members, such as enrollment procedures and the delivery of insurance benefits. In addition, to build a framework that enables us to focus on providing value to members, we reviewed administrative workflows related to Set Kyosai (group insurance) and simplified internal documentation requirements, thereby streamlining operations at regional offices.

(iv) Further ensuring soundness and stability

As part of our integrated Enterprise Risk Management (ERM) approach, we have formulated policies that comprehensively address products, promotion, and asset management, with the aim of appropriately controlling risks on both the asset and liability sides.

Response to Typhoon No. 10 of 2024

In response to Typhoon No. 10 of 2024, which made landfall in Kagoshima Prefecture on August 29, we promptly reinforced staffing at claims reception centers to handle the extensive damage.

To maintain high response rates, we utilized automated voice response systems for claims intake and adopted a simplified intake process during peak call periods to accommodate a higher volume of inquiries.

For investigation, we primarily conducted document reviews for cases that did not involve above-floor flooding. For above-floor flooding investigations, we introduced simplified assessments using the "Flood Damage Quick Reference Chart," among other measures, to ensure the swift delivery of mutual aid payments to affected members. For cases where claim documents were received, damage assessments were carried out at offices nationwide.

Number of disaster claims received	Number of investigations completed	Cumulative total of payments
9,804	7,645	3.22 (JPY billions)

“What If” and “Everyday Life”

Kokumin Kyosai co-op comprehensively supports your entire life.

From illnesses, accidents, and natural disasters such as typhoons and earthquakes, to preparing for the future, “What If” is a part of our lives. At Kokumin Kyosai co-op, the core of our activities is financial security through mutual aid. We prioritize providing total support, from proactive preparation to post-event follow-up, and covering all aspects of life. We aim to deliver a solid sense of security to the lives of our members and their families.

Kokumin Life Support

(Support for insurance planning and for lifestyle planning)



Supporting an active and comfortable lifestyle

Support all aspects of life with approximately 180,000 types of member services, from everyday living to special life events.

こくみん Life サポート



1. Support for Insurance Planning

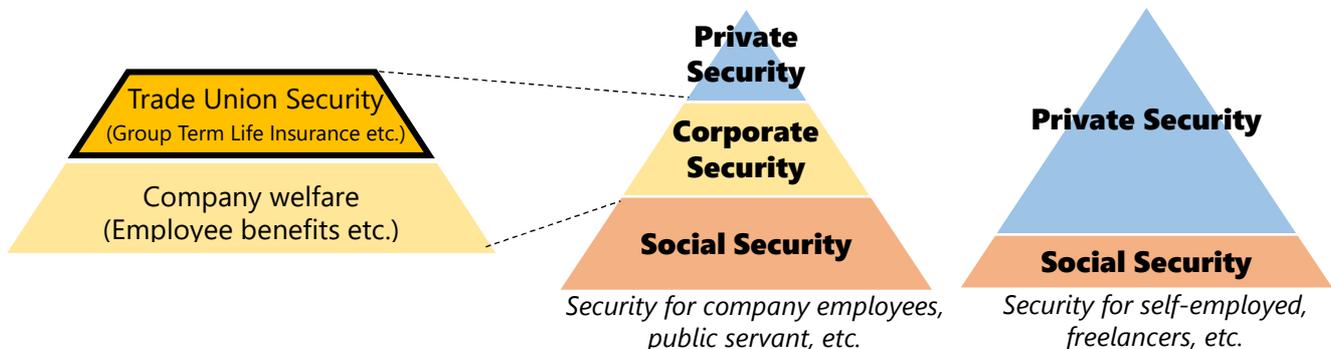
The world, society, and the economy are constantly changing. Our goal is to deliver a sense of security and prosperity to each of our members, by providing support tailored to diverse lifestyles and values. This includes providing insurance coverage aligned with individual lifestyles and values, as well as supporting members in precautionary financial planning as well as living an active and comfortable lifestyle.

(i) What is Insurance Planning ?

- To prepare for economic risks in cases of unforeseen circumstances such as illness, accidents, or natural disasters, we provide optimal insurance coverage selections taking into account the current financial situation and needs of members, as well as their lifestyles and future life plans, while aiming to minimize risks.
- We assist each member in planning the kind of life they want to lead in the future. This includes providing opportunities to enhance knowledge about security in general.
- We encourage members to review their overall finances based on their life plans. Through initiatives focused on achieving an affluent life in terms of "family budget, lifestyle, and well-being," we strive to help members realize a fulfilling life based on individual life planning.

(ii) Our approach to Insurance Planning

- Considerations for Optimal Security
Optimal Security differs depending on age, family composition, occupation, as well as lifestyle, and attitudes toward childcare and nursing care. When contemplating security, it's crucial to understand social security and corporate security within companies or organizations (pre-existing security) that one would receive in the event of unforeseen circumstances across different security areas.
Subsequently, by considering private security (such as self-prepared cooperative insurance or savings etc.), one can achieve security without burden, waste and unstable.



Social security

Social Security programs are provided by government. In Japan, we have comprehensive basic security, such as the national health insurance system, the public pension plan, and the national care insurance scheme for the elderly and disabled.

Corporate security

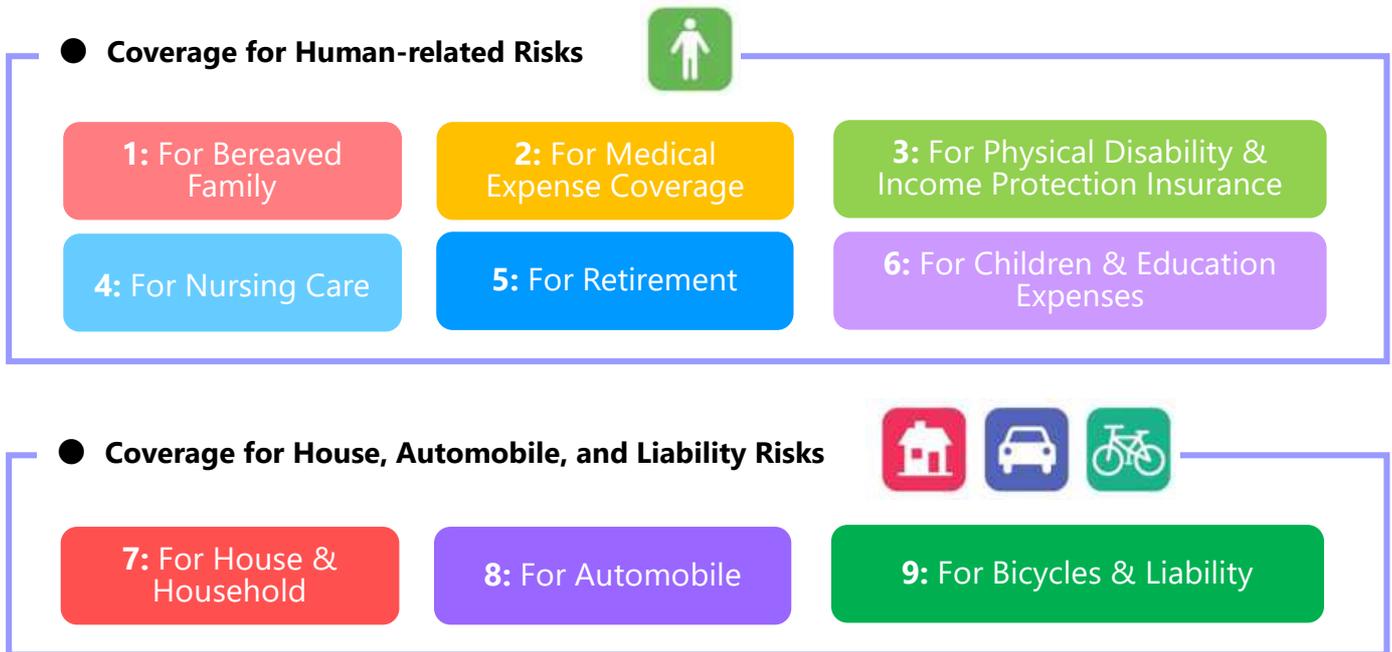
Corporate security can be provided by companies and/or their trade unions. Kokumin Kyosai co-op promotes "Trade union security", ensuring the lives and livelihoods of the members of trade unions through various products such as Group term life, Fire, and Automobile insurances.

Private security

Private security indicates insurance which is the amount of total coverage after deducting the amount of social and corporate securities.

➤ **Areas of risk coverage**

There are two main types of risk that most people need to cover: coverage against illness, injury, and death, and coverage against damage or loss to property (home, auto, etc.) and liability. Within these two broad categories, there are nine coverage areas that fit most people depending on their lifestyle and insurance needs.



Understanding the required coverage amount for each area enables a clear assessment of risks, leading to thoughtful consideration of the "optimal insurance coverage" in each specific category.

2. Support for lifestyle planning

To reduce life's "What If", speed recovery when unexpected events occur, and support a secure and enriching everyday life and special life events, we provide comprehensive support for the general well-being of members and their families through approximately 180,000 types of services.

Overview

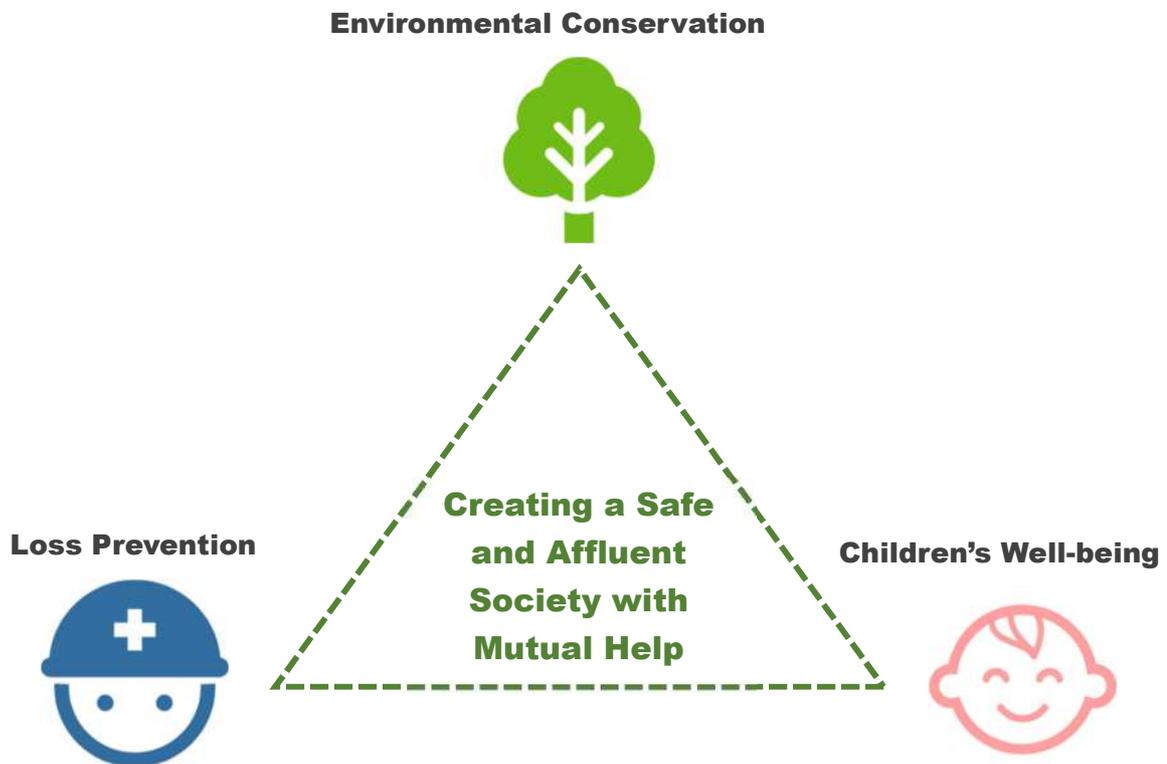
- (i) We offer both proactive preparation and post-event follow-up services in the case of injury, illness, and death as well as damage to homes and automobiles. We also provide services spanning everyday life and special life events at discount rates for members.
- (ii) These services are accessible to members of all generations, regardless of where they live.

<Examples>

- Support for early detection and treatment of illness
- Support for disaster preparedness measures and repairs
- Support for costs associated with owning a car
- Discount services for members such as travel reservations, restaurant bookings, preparations for a new baby, and engagement celebrations

Environmental and Social Activities

Based on the philosophy of "Towards a Safe and Affluent Society through Mutual Help", our association is tackling various local issues, with a focus on "environmental conservation", "disaster prevention and mitigation", and "the sound development of children", which are the key issues identified in the National Mutual Aid coop SDGs Action Declaration.



1. Environmental Conservation Initiatives

- Protecting our rich environment and passing it on to the next generation

(i) Environmental conservation activities through business activities.

We have formulated an "Environmental Policy" to address environmental issues such as climate change caused by global warming, and we are working to take environmentally friendly action in all areas of our business activities. We are actively working on environmental conservation activities to protect our rich natural environment and pass it on to the next generation.

- Business areas

When damaged parts are replaced in the repair of vehicles, this leads to an increase in CO₂ emissions.

For this reason, our automobile insurance contributes to the effective use of resources and the reduction of CO₂ emissions by promoting the use of recycled parts. In addition, in order to prevent automobile accidents, we support safe drivers with a no-accident discount (up to a 65% discount based on 22 levels).

- Office activities

As part of our environmental conservation activities, we are working to reduce our consumption of electricity, copy paper and office supplies. We are also promoting "green purchasing", such as choosing environmentally friendly products and using sustainable resources.

- Building management

We are working to reduce the environmental impact of our building operations through procedures for controlling room temperature during air conditioning operation and waste management, with a focus on compliance with environmental laws and regulations and municipal ordinances regarding the operation of building facilities at the National Mutual Aid coop Hall. The room temperature standard for the Hall is set at 26-28°C in summer and 23-26°C in winter and the interim period, and we are working to reduce the load on air conditioning throughout the year.

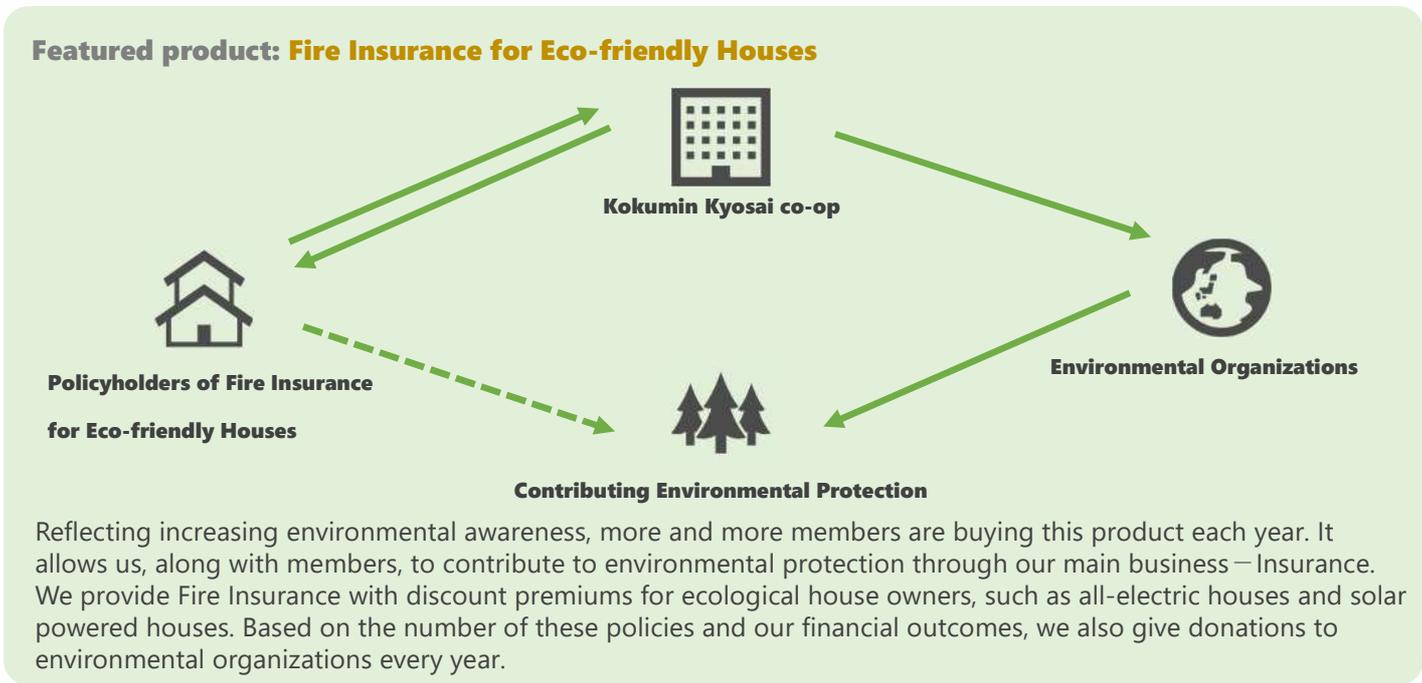
- Installation of solar panels and LED lighting

At the Kokumin Kyosai coop hall, we have installed solar panels on the roof and are contributing to the reduction of environmental impact by using renewable energy. We are also working on energy-saving measures, such as reducing energy consumption by switching all the lighting to LED.

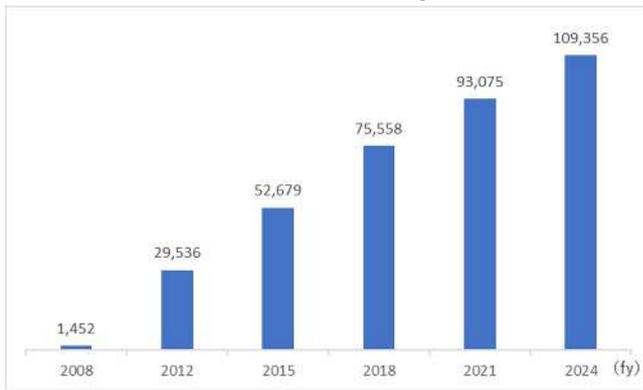
(ii) Donations through "Fire Insurance for Eco-friendly Houses"

The "Fire Insurance for Eco-friendly Houses" is designed to allow us to work together with our members to contribute to environmental conservation. We are promoting the spread of environmentally friendly housing, such as solar power generation systems and all-electric homes (many homes in Japan rely on natural gas), to reduce CO₂ emissions and improve energy efficiency, and we are also making donations to environmental action groups. This is a mutual aid product that is kind to both the environment and our members, with the same coverage as the standard fire insurance but with a discounted premium.

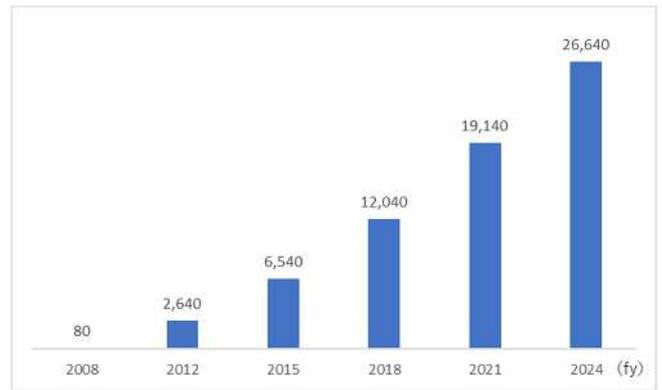
In FY2024, with a total of 109,356 enrollments (as of the end of May 2024), we donated ¥25 million to three organizations.



• Trends in the number of subscriptions



• Trends in cumulative donations



(iii) Implementation of ESG Investment

We strive to conduct asset management that considers the corporate social responsibility of the companies that we invest in, including environmental concerns.

In the FY2024, we acquired green bonds, social bonds, sustainability bonds and SDGs Bonds.

(iv) Initiatives Toward Carbon Neutrality

Kokumin Kyosai co-op is committed to environmental conservation through both its mutual aid business and social activities.

In response to the growing severity of global warming, we are reviewing our use of energy and resources in operations, aiming to reduce CO₂ emissions by 60% by 2030. In addition, we are promoting digitalization within our mutual aid business to advance paperless initiatives.



2. Disaster prevention and mitigation efforts

(i) The Disaster Prevention and Mitigation Project

From the beginning, Kokumin Kyosai co-op has been focused on protecting homes. Starting in March 2021, we have been executing the Disaster Prevention and Mitigation Project to promote the adoption of disaster prevention and mitigation measures and establish networks based on insights and experiences gained from past disaster responses.

➤ **The "What If" Project**

If a major earthquake were to hit the Tokyo metropolitan area, there are predictions that around 5 million people would have difficulty returning home and that there would be a shortage of food for 34 million people.

The "What if Project" is an initiative that aims to create resilient communities by encouraging each and every one of us to think about what we can do in the event of a disaster and to prepare accordingly.



"What If Festival" in Osaka 2024

In 2024, we held the "What if Festival" in Osaka City and in Nagoya City in collaboration with various companies and organizations. We held booths and stage events where families could enjoy themselves while learning about disaster preparedness, and we conducted educational activities on disaster prevention and mitigation for all visitors.

※The 'What if Festival' in Tokyo's Shibuya Ward was canceled due to the typhoon.

➤ **Training and strengthening the activities of disaster prevention specialists**

As a driving force behind disaster prevention and mitigation activities in the local community, we have been encouraging our staff to acquire disaster prevention specialist qualifications, and we have trained 966 disaster prevention specialists (as of the end of May 2025). Disaster prevention specialists are developing activities to become the core of a network of prevention and mitigation activities that will bring peace of mind to our members throughout Japan. We will continue to promote the training of disaster prevention specialists.



Disaster prevention educational event

(ii) Disaster prevention and mitigation using digital technology

We deliver various content and services through our website, official app, and events to promote disaster preparedness among our members and the general public.

➤ **VR simulation events**

At disaster-prevention-themed events where we exhibit, we provide virtual disaster experience, where attendees can simulate earthquakes, typhoons, and flood using images and sounds by wearing VR goggles.



VR Earthquake simulator

(iii) Disaster prevention and mitigation activities with Junior Eco-Club

The Japan Environment Association (JEA), an environmental education and learning initiative conducted nationwide, has been a collaborative partner since 2021, and is one of the organizations that we support through our "Fire Insurance for Eco-friendly Houses" donation fund.

This is a disaster prevention and mitigation program for children participating in the Junior Eco-Club, jointly provided by the JEA and Kokumin Kyosai co-op. We also provide "Bosai Eco CAMP", a learning program which teaches about disaster situations.



Disaster prevention craftwork at Bosai Eco CAMP

In 2024, 2,988 children from 153 clubs participated nationwide.

(iv) Disaster-affected Area Support Project

This project, launched in March 2024, is a new mutual aid initiative aimed at building community resilience.

For each Fire Insurance quote, our association contributes 100 yen to volunteer (support) organizations conducting recovery assistance activities in disaster-affected areas.

Home safety inspections connect to disaster relief efforts. This initiative builds a circle of mutual support, where the accumulation of each person's thoughts and actions becomes hope for the recovery of disaster-affected areas.

To date, we have donated a total of 20,752,000 yen to the Japanese Red Cross Society, the National Council of Social Welfare, and NPO organizations (10 groups active in the Noto Peninsula, which suffered significant damage in the 2024 Noto Peninsula Earthquake).



3. Support for the well-being of our children

(i) The Traffic Safety for 7-Year-Olds Project

In Japan, when children reach the age of seven years, they are given an expanded range of activities and responsibilities by their parents, including walking to school by themselves. There is data indicating that seven-year-olds are more susceptible to traffic accidents compared to other age groups. We all want to protect our children from traffic accidents, so we have implemented initiatives to collectively safeguard them.

➤ Donation of road-crossing hand flags

In order to protect our children's futures from traffic accidents, we have been donating one crossing flag per automobile insurance estimate to elementary schools and children's centers nationwide since June 2020. In fiscal year 2024, in cooperation with CO-OP Kyosai, we donated 340,962 crossing flags to elementary schools nationwide, bringing the total number of donations to over 1.55 million.



The elementary school that donated the crossing flags

➤ Release of the "Children's Road Safety Map"

To protect future generations from traffic accidents, joint research has been conducted with Mr. Makoto Fujii, Professor at Kanazawa University, to develop the "Children's Road Safety Hazard Map". Up-to-date information is posted on this online map about places where there are dangerous traffic situations and places where traffic safety measures have been implemented.



➤ **Establishment of “Child Safety Awareness Day” (April 4)**

To further promote these initiatives, Kokumin Kyosai co-op has designated April 4 as “Child Safety Day”. Through activities such as donating crossing flags, we will continue to support “Child Safety Activities.” We are also working to raise awareness, build understanding, and foster widespread support for this initiative.



(ii) Children's Well-Being Support Project

This is a project that started in January 2020 to support the healthy growth of children and pass on the spirit of mutual support to the future, in response to social issues such as the decline in children's physical fitness.

➤ **Donation of jump ropes across Japan**

For each new Kokumin Insurance (Child Coverage Type) policy, one jump rope is donated to schools, children's centers, and other facilities nationwide. In fiscal year 2024, 18,498 jump ropes were donated, bringing the total number of donations to over 270,000.



The scene when we donated jump ropes

➤ **“NAWA-TOREH”, a recreational program using jump ropes**

This is a recreational program that allows children to use jump ropes to improve their physical strength while having fun. By using the “Jump Rope Training website”, where you can register nicknames and keep a record of your daily training, children can work on improving their fitness while gaining a sense of achievement.



*Trying NAWA-TOREH event
"Everyone Come to the NAWA-TOREH Square"*

Our Features

Unique Origin

In the 1950s, ordinary workers were poor and vulnerable to risks, but they could not afford insurance products because it was too expensive for them. Therefore, they started to form mutual assistance activities among members taking precaution against risks in communities. Since then, it has developed into a modern security system — Insurance.

As a Cooperative

Based on the cooperative principle, Kokumin Kyosai co-op provides insurance and mutual help for its members under the supervision of the Ministry of Health, Labour and Welfare and the Consumers' Livelihood Cooperative Society Law. Anyone can join the mutual and groups if they subscribe to this principle and pay the membership fee.



*The birth place of cooperatives:
Rochdale Pioneers Museum (England)*

Promoting Workers' Welfare

Kokumin Kyosai co-op has been working hand in hand with trade unions for the workers' welfare movement. The movement in Japan is organized through the voluntary activities of workers based on their own philosophy of mutual aid and solidarity. Kokumin Kyosai co-op was organized and has been run mainly by trade union members; however, its service extends to all workers in the community now.

Kokumin Kyosai co-op Group

Kokumin Kyosai co-op

(National Federation of Workers and Consumers Kyosai Cooperatives) underwrites insurance contracts for individuals directly. It comprises 55 primary cooperatives and three cooperative federations.

Saikyosairen

(Japan Reinsurance Federation of Consumers' Cooperatives) underwrites reinsurance for workers' and consumers' cooperatives as well as many other cooperatives in Japan.

Zenrosai Kyokai

(National Association for Workers Welfare and Cooperative Insurance) provides guidance, coordination and liaison work for workers' welfare and cooperative insurance.

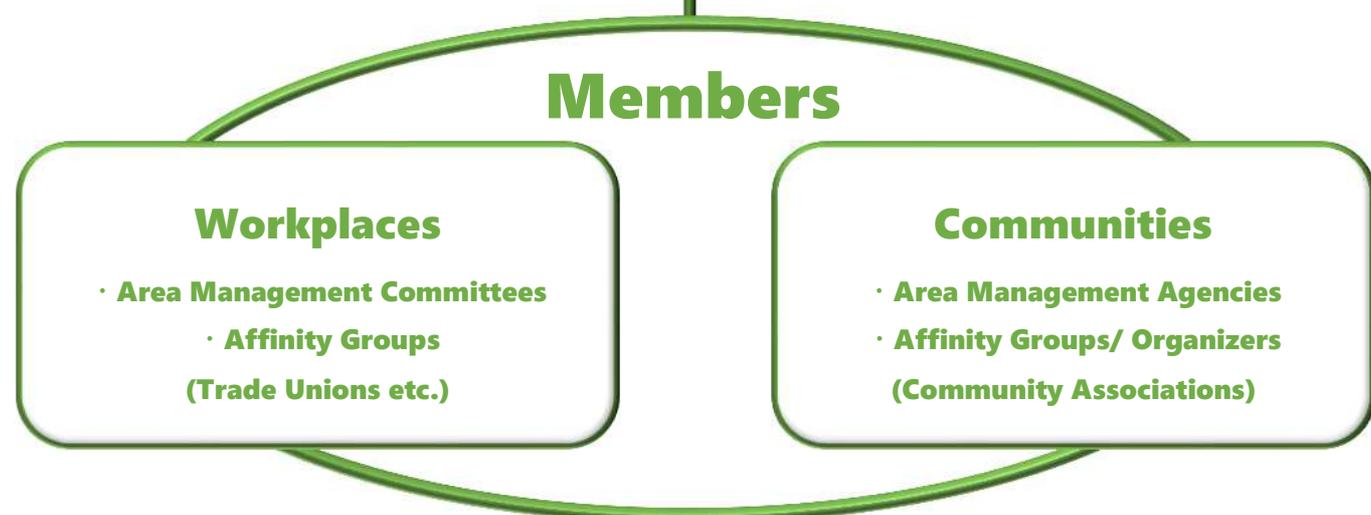
Democratic Management Structure

Kokumin Kyosai co-op is a national federation comprised of 58 cooperative societies. It is owned, managed and utilized by its members. As it is essential for us to maintain members' participation in its management, we set up an integrated democratic structure. In order to conform to the members' will, members form Area Management Committees /Agencies on a district basis. They send representatives to General Meetings at the prefectural and national levels.

National Level: Kokumin Kyosai co-op (Federation)



Regional Level: Primary Cooperatives



Risk Management System

Kokumin Kyosai co-op has categorized its risk exposure into three types (Crisis risk, Management risk, and Compliance risk) and established divisions accordingly, which work in cooperation with each other to enhance our integrated risk management.

Compliance

Cooperative insurance business is public-oriented in its nature and relies on the trust and support of its members. Therefore, we have strengthened our compliance structure by introducing committees and officers both at national and regional levels, rules and guidelines, and a help-line for whistleblowers' protection.

Markets

Workplaces

Workers in affinity groups, mainly trade unions, become Kokumin Kyosai co-op members.

Communities

Consumers (people) in local communities become Kokumin Kyosai co-op members through various channels (Kokumin Kyosai co-op shops, agencies, advisors, and our website etc).

Agencies

CO•OP Kyosai Japan CO-OP Insurance (Kyosai) Consumers' Co-operative Federation (JCIF)

We provide our House Insurance, Long-term Individual Life Insurance, and Automobile Insurance to the members of CO•OP Kyosai and its member societies.

Labour Bank

Both Kokumin Kyosai co-op and the Labour Bank promote the cooperative movement and the workers' welfare movement. The Labour Bank sells Kokumin Kyosai co-op Fire Insurance, and Kokumin Kyosai co-op discounts its premium for those who take out housing loans with the Labour Bank.

Car Repairers

Kokumin Kyosai co-op provides compulsory automobile liability insurance to the members through its partnership with car repair shops.

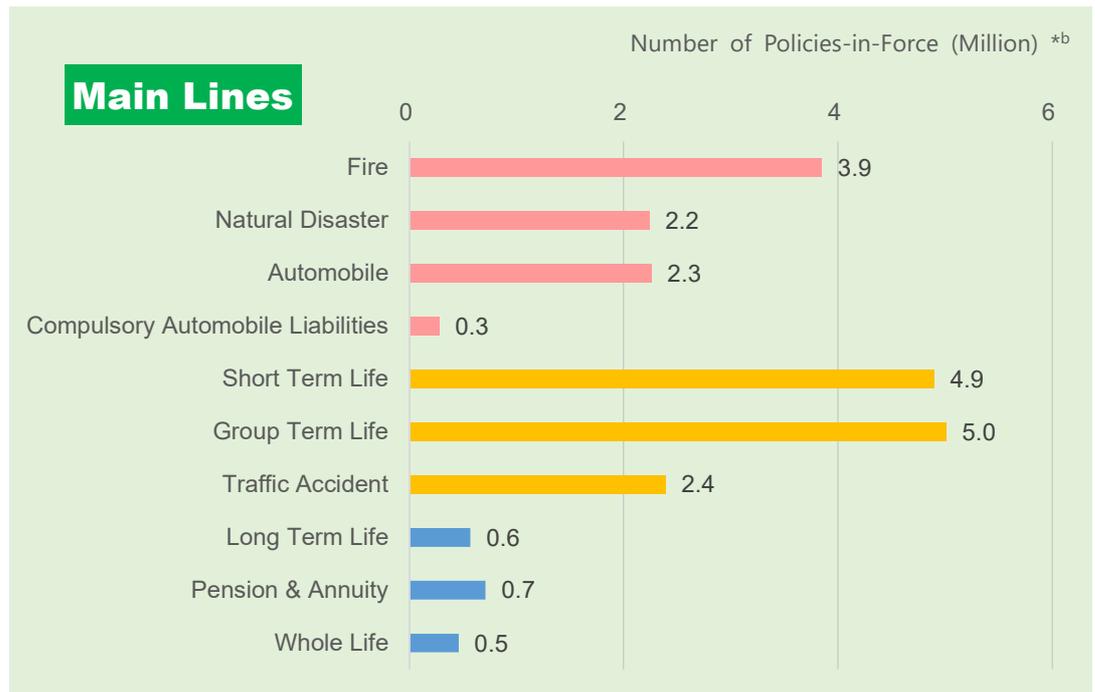
Retail Offices

We have 183 retail offices, called "Shops", nationwide, in which both existing and future members can get advice on insurance, apply for contracts, and make claims.



Key Figures

Number of Policies-in-Force ^{*a}		FY2023	FY2024
	Total	29.07 million	28.93 million
	General Ins.	15.95 million	15.92 million
	Short-term Life Ins.	9.01 million	8.90 million
	Long-term Life Ins.	2.42 million	2.37 million
	Contracted Business	1.69 million	1.75 million



Premiums Income ^{*b}	JPY 529.9 billion	USD 3.68 billion
General Ins.	JPY 227.6 billion	USD 1.58 billion
Short-term Life Ins.	JPY 174.1 billion	USD 1.21 billion
Long-term Life Ins.	JPY 128.2 billion	USD 0.89 billion

*USD1 = JPY143.83 (as of May 31,2025)

Claim Payments ^{*b}	JPY 317.5 billion	USD 2.20 billion
General Ins.	JPY 99.0 billion	USD 0.68 billion
Short-term Life Ins.	JPY 80.4 billion	USD 0.55 billion
Long-term Life Ins.	JPY 138.1 billion	USD 0.96 billion

*USD1 = JPY143.83 (as of May 31,2025)

^{*a} The figures are obtained by rounding down two decimal place.

^{*b} The figures are obtained by rounding off two decimal place.

Financial Highlights

Balance Sheet ^{*c}

	FY2024 (May 31, 2025)	
	JPY billions	USD millions*
Assets		
Cash and deposits	265	1,845
Money-in-trust and Monetary Claims	467	3,252
Securities	2,712	18,859
Loans	2	15
Investment real estate	2	17
Others	552	3,838
Total Assets	4,002	27,829
Liabilities		
Policy Reserves	3,297	22,926
Reinsurance accounts payable	4	28
Other insurance business liabilities	170	1,186
Others	17	118
Total Liabilities	3,489	24,260
Net Assets		
Co-operative share	185	1,291
Surplus	415	2,889
Valuation and translation adjustment	-88	-612
Total Net Assets	513	3,569
Total Liabilities and Net Assets	4,002	27,829

*USD1 = JPY143.83 (as of May 31, 2025)

Income Statement ^{*c}

	FY2024 (May 31, 2025)	
	JPY billions	USD millions*
Income		
Premium and other income	537	3,736
Transfer from policy reserves	54	375
Investment income	53	370
Other ordinary income	1	9
Ordinary Income	646	4,491
Expenses		
Claims and Benefits	428	2,976
Transfer to policy reserves	0	0
Other ordinary expenses	136	946
Ordinary Expenses	564	3,922
Ordinary Surplus	81	568
Extraordinary Income	0	0
Extraordinary Expenses	3	23
Surplus before taxes	78	545
Corporate and other taxes and adjustments	5	35
Transfer to dividends reserves	38	267
Net surplus for the period	35	243
Other adjustment	2	16
Payment from voluntary reserves	9	62
Unappropriated surplus for the period	46	322

*USD1 = JPY143.83 (as of May 31, 2025)

^c The figures are obtained by rounding down one decimal place.

Assets Under Management ^{*b}

	FY2023	FY2024
Assets Under Management (JPY billions)	3,608.8	3,556.4
Cash and deposits	5.7%	7.5%
Monetary Claims	3.1%	0.4%
Securities	88.0%	89.1%
Bonds	76.0%	75.8%
Stocks	0.0%	0.0%
Foreign securities	8.8%	10.0%
Others	3.2%	3.3%
Loans	0.1%	0.1%
Investment Real Estate	0.1%	0.1%
Others	3.0%	3.0%
Investment Profit ^{*b} (JPY billions)	50.5	49.0
Yield on Investment ^{*d}	1.39%	1.33%

Management Index

	FY2023	FY2024
Basic Profit ^{*b} (JPY billions)	114.4	118.5
Solvency Margin Ratio ^{*b *e}	2,253.3%	2,001.5%
Adjusted Equity Capital ^{*b *f} (JPY billions)	1,096.9	1,120.8
	27.3%	28.0%
Net Worth ^{*b *g} (JPY billions)	1,360.9	1,291.8
	33.9%	32.3%

^{*b} The figures are obtained by rounding off two decimal place.

^{*d} The figures are obtained by rounding off three decimal place.

^{*e} Since Kokumin Kyosai co-op provides both life and non-life insurance, our solvency margin ratio cannot be compared simply to those of other life or non-life insurers.

^{*f} Adjusted equity capital includes the followings; equity capital, contingency reserves and price fluctuation reserves.

^{*g} The net worth is the amount of equity broadly defined, including contingency reserves and other reserves, plus unrealized profit and loss. Put another way, it is the amount of total assets on a mark-to-market basis minus liabilities (not including those with the nature of capital, such as contingency reserves).

NATIONAL FEDERATION OF WORKERS AND CONSUMERS KYOSAI COOPERATIVES



Annual Report 2025

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