September 11, 2026

Sony Financial Group Inc.
President and CEO: Toshihide Endo
Security Code: 8729, TSE Prime Market

Progress on Sony Life's Initiatives for the Prevention and Early Detection of Misconduct (as of August 31, 2026)

We hereby announce that Sony Life Insurance Co., Ltd. (President and CEO: Hiroyuki Tsubota; Head Office: Chiyoda-ku, Tokyo), a consolidated subsidiary of our company, has today posted an important notice on its website regarding the progress on its initiatives for the prevention and early detection of misconduct, as detailed in the attachment.

Please note that, at this time, the impact on our consolidated financial results is still undetermined. Should any matters requiring disclosure arise based on the results of our ongoing investigation, we will promptly disclose them.

End

Attachment

September 11, 2026

Sony Life Insurance Co., Ltd.

Progress on Our Initiatives to Prevent and Detect Misconduct Early (as of August 31, 2026)

We deeply apologize for the significant inconvenience and concern caused to customers who have been affected, as well as to all customers and stakeholders who have placed their trust in us, due to inappropriate financial conduct by sales representatives (including former sales representatives) and exclusive agencies (Premier Agency; hereinafter, the "Exclusive Agencies") of Sony Life Insurance Co., Ltd. (hereinafter, the "Company").

As announced on April 24[1] and May 28[2], 2026, the Company has been reviewing customers' contract status and investigating whether there are any suspicious financial matters involving customers served by our sales representatives and Exclusive Agencies (hereinafter, the "Customer Verification Process").

Today, we would like to provide an update on the progress of the Customer Verification Process as of August 31, 2026.

1. Progress of the Customer Verification Process

Of the approximately 2.8 million customers subject to the Customer Verification Process, the Company's notifications to the approximately 90,000 customers served by Exclusive Agencies, as well as investigations into reports received from those customers, have been substantially completed. The results of these fact-finding investigations are described in Section 2(2) "Status of Verification Regarding Customers Served by Exclusive Agencies (Premier Agency)" below.

Notifications to the approximately 2.71 million customers served by our sales representatives have progressed as planned. Cases for which fact-finding has been completed are described in Section 2(1) "Status of Verification Regarding Customers Served by Our Sales Representatives" below. The methods of contact and an overview are provided below. For customers whom we have been unable to reach, we will continue our efforts through multiple channels, including mail and telephone calls. We will also continue to review reports submitted by customers on an ongoing basis.

■ Methods of Contact and Overview	
Email	Approximately 2.86 million emails sent between May and July 2026
Written notifications (postal mail)	Approximately 1.66 million notices sent between April and August 2026

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1 "Sony Life's Initiatives for the Prevention and Early Detection of Misconduct" announced on April 24, 2026 https://contents.xj-storage.jp/xcontents/AS03447/369f2c9b/a06e/45dc/9288/77aa5ce8b78b/140120260424510592.pdf

2 "Progress on Sony Life's Initiatives for the Prevention and Early Detection of Misconduct" announced on May 28, 2026 https://contents.xj-storage.jp/xcontents/AS03447/d0a09bae/e125/4818/9c32/f9b03e0b5057/140120260528552966.pdf

Telephone calls	Calls placed to approximately 300,000 customers between May and August 2026
Notice on the Company's official website	A dedicated webpage was launched on June 3, 2026, stating that the Company was conducting verification regarding suspicious handling of funds and related matters

2. Status of Verification of Inappropriate Financial Conduct (Cases Identified After the Announcement on August 4, 2026[3])

(1) Status of Verification Regarding Customers Served by Our Sales Representatives

As a result of fact-finding investigations conducted in response to reports received through the verification process for customers served by our sales representatives, the Company has confirmed that two former sales representatives fraudulently obtained customer funds in connection with insurance business operations. An overview of these cases is provided below. The Company has also confirmed that two former sales representatives engaged in inappropriate financial transactions, including soliciting customers with investment opportunities and borrowing money from customers.

For customers who have been affected, we will carefully review each individual case from the perspectives of customer protection and our social responsibility, in consultation with external experts, including legal counsel, and respond sincerely and appropriately. Actions taken by the sales representatives during their employment with the Company have been subject to strict disciplinary measures in accordance with our internal regulations.

(a) Financial Fraud Related to Insurance Business Operations

Category	Sales Representatives Involved	Affected Customers	Amount Received by Sales Representatives
Identified through the Customer Verification Process	2	6	Approx. ¥21.9 million
(Reference) Cumulative total including previously disclosed cases	4*1	21	Approx. ¥56.4 million

*1 Includes increases and decreases in amounts identified through investigations conducted after the original disclosures. Specifically, with respect to Case (i) disclosed on August 4, 2026, it was subsequently confirmed that approximately ¥33.0 million had been received from 13 customers.

[3] "Regarding Misconduct by Former Sales Representatives of the Company" announced on August 4, 2026.
For details, please refer to the reference material listed at the end of this document.
https://www.sonylife.co.jp/company/news/2026/files/260804_oshirase.pdf (Japanese only)

Summary of Case (i)

Period	・ June 2021 to October 2023
Damage	・ Five customers; approximately ¥9.2 million
Affiliation of Sales Representative	・ Former sales representative (male, in his 50s) formerly affiliated with Chiba Lifeplanner Center Branch No. 5 (Chiba Prefecture)
Overview	・ During meetings concerning Sony Life insurance policies and on other occasions, the former sales representative received money from customers under the pretense of investing or managing the funds in products not handled by the Company. However, he had no intention from the outset of investing or managing the funds and instead used them for personal purposes.

Summary of Case (ii)

Period	・ April 2023 to November 2024
Damage*2	・ One customer; approximately ¥12.7 million
Affiliation of Sales Representative	・ Former sales representative (male, in his 40s) formerly affiliated with Himeji Lifeplanner Center Branch No. 2 (Hyogo Prefecture)
Overview	・ The former sales representative induced the customer to surrender a Sony Life insurance policy by falsely claiming that it would be replaced with another product. He then received funds derived from a portion of the surrender value paid by the Company and used the funds for personal purposes.

*2 The Company is also investigating suspicions that the individual may have fraudulently obtained money from multiple other customers using similar methods.

(b) Inappropriate Financial Transactions Unrelated to Insurance Business Operations (Receiving money from customers through investment or profit-making schemes, or borrowing money from customers)

Category	Sales Representatives Involved	Affected Customers	Amount Received by Sales Representatives
Identified through the Customer Verification Process	2*3	3	Approx. ¥5.5 million
(Reference) Cumulative total including previously disclosed cases	6*3	17	Approx. ¥124.2 million

*3 One of the individuals is the same person identified in “(a) Financial Fraud Related to Insurance Business Operations” described above.

(2) Status of Verification Regarding Customers Served by Exclusive Agencies (Premier Agency)

As a result of fact-finding investigations conducted with the Exclusive Agencies regarding reports received through the verification process for customers served by those agencies, no financial misconduct in insurance business operations or inappropriate financial transactions unrelated to insurance business operations were identified. Under the outsourcing agreements with the Exclusive Agencies, an agency was required to provide prior notification to the Company if it intended to conduct any business other than the agency services entrusted to it by the Company, and the Company had established a process to review such notifications. However, it was confirmed that seven Exclusive Agencies had introduced customers to investment products not handled by the Company and/or providers of such products without providing prior notification to the Company.

As announced on April 24, 2026, the Company has decided to abolish the Exclusive Agency system. Nevertheless, we will continue to take strict action with respect to the agencies and individual insurance solicitors.

3. Regarding the Next Progress Report

While the Company's notifications to customers as part of the Customer Verification Process have been substantially completed, we continue to contact customers whom we have been unable to reach through multiple email notifications, as well as postal mail and telephone calls. We currently expect the verification process to be completed for substantially all customers by the end of November 2026.

We are proceeding carefully with the verification process and plan to release our next progress report around mid-December 2026. The report will include the results of the Customer Verification Process at that time, measures to prevent recurrence, and the status of our responses to customers.

4. Further Strengthening Measures for the Prevention and Early Detection of Misconduct

With respect to further strengthening measures to prevent and detect misconduct at an early stage, we will continue to analyze the root causes based on the results of the Customer Verification Process and consider measures to prevent recurrence. As announced on May 28, 2026, we recognize that situations in which sales activities and customer services depend on specific individuals may create overly personal and closed relationships, which can pose significant risks from the perspectives of customer protection and the prevention of financial misconduct and other misconduct. Accordingly, we are expanding direct and continuous points of contact between customers and the Company's head office in order to prevent "closed-door" relationships between customers and sales representatives.

Specifically, as described in Section 1 "Progress of the Customer Verification Process" above, we have contacted approximately 2.71 million customers served by our sales representatives through multiple channels, including email, postal mail, and telephone, to confirm their policy status and re-establish stronger direct contact between customers and the head office. Going forward, to further enhance customer protection and improve the prevention and early detection of financial misconduct and other misconduct, we will strengthen the head office contact function at every stage, from policy application through post-enrollment service. Measures will include confirming policy details, customer intentions, and the appropriateness of application procedures by telephone from the head office for all applications, and enhancing customer alerts through regular communications from the head office via multiple channels.

In addition, since November 2024, we have required sales representatives to clearly explain, at the time of application, the products and services they are authorized, or not authorized, to offer through our “Declaration of Authority” process. Going forward, through the digitalization of procedures, we will enhance explanations of applicable rules by displaying in an easy-to-understand manner the authority held by each sales representative and the scope of services that each representative is authorized to provide. We will also introduce video-based procedures as part of our efforts to promote customers’ understanding.

The Company has received notification from the Financial Services Agency regarding an on-site inspection pursuant to Article 129, Paragraph 1 of the Insurance Business Act of Japan. The Company takes the inspection with the utmost seriousness and will respond sincerely.

End

Reference

August 4, 2026

Sony Life Insurance Co., Ltd.

Regarding Misconduct by Former Sales Representatives of the Company

Since April 2026, Sony Life Insurance Co., Ltd. (hereinafter, the “Company”) has been conducting reviews of customers’ policy details and investigating whether there are any suspicious financial transactions involving customers served by the Company’s sales representatives and exclusive agencies (Premier Agency) (hereinafter, the “Customer Verification Process”).*
While the progress of the Customer Verification Process is scheduled to be announced around mid-September 2026, the Company has recently identified two cases involving the fraudulent acquisition of customer funds related to insurance business operations. As there is a possibility that similar cases may have occurred involving other customers, we are announcing these matters in advance of our planned September disclosure in order to alert customers.

We deeply apologize for the significant inconvenience and concern caused to our customers and stakeholders. The Company will continue to investigate the facts thoroughly and devote its full efforts to preventing recurrence and protecting customers.

With regard to the Customer Verification Process, notifications to the approximately 2.8 million customers subject to the review have been substantially completed and the process is progressing as planned. For customers whom we have been unable to reach, we will continue our efforts through multiple channels, including mail and telephone calls. We will also continue to review reports submitted by customers on an ongoing basis.

* For details regarding the Company’s initiatives to prevent and detect misconduct early, please visit the following webpage: https://www.sonylife.co.jp/info/popup/torikumi.html (Japanese only)

1. Overview of the Cases Identified

Case (i)

Period	・ April 2024
Damage	・ One customer; approximately ¥1 million
Affiliation of Former Sales Representative	・ Former sales representative (male, in his 50s) formerly affiliated with Chiba Lifeplanner Center Branch No. 5 (Chiba Prefecture)
How the Case Was Discovered	・ The case was discovered following a report received through the Customer Verification Process in July 2026.

Overview	・ The former sales representative falsely claimed that the customer could invest in unlisted shares of Sony Financial Group Inc. through an employee stock ownership plan. He encouraged the customer to surrender an insurance policy issued by the Company and received funds derived from a portion of the surrender value paid by the Company, but in fact fraudulently obtained the funds. ・ The amount of the loss has been repaid to the customer by the former sales representative.

* The Company is investigating suspicions that the individual may have fraudulently obtained funds from multiple other customers using similar methods.
* The employee stock ownership plan is an employee welfare benefit program. Individuals who are not employees are not eligible to participate, and the plan does not handle unlisted shares.

Case (ii)

Period	・ September 2025
Damage	・ One customer; ¥500,000
Affiliation of Former Sales Representative	・ Former sales representative (male, in his 40s) formerly affiliated with Shinjuku Lifeplanner Center Central Branch No. 3 (Tokyo)
How the Case Was Discovered	・ The case was discovered following a report received through the Customer Verification Process in June 2026.
Overview	・ The former sales representative encouraged the customer to reduce the coverage amount of an insurance policy issued by the Company under the pretense of investing or managing funds in products not handled by the Company. He received funds derived from the surrender value paid by the Company, but in fact fraudulently obtained the funds. ・ The amount of the loss has been repaid to the customer by the former sales representative.

End