

Message from the President

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By realizing a “Co-creation Platform” supporting customers and local communities, the Japan Post Group is building firm relationships of trust and setting a course for future growth.

Introduction

It has been two years since I accepted the post of president of the Japan Post Group. During that time, the Group has redoubled its emphasis on customer-oriented management, plotted a roadmap for the future, and set out on that course. To regain the trust of customers we'd lost as a result of scandal, employees Group-wide are pulling together as a team to return to the basics in all their activities. We have also drafted the Medium-Term Management Plan, “JP Vision 2025,” established a strategy for future growth, and set out in pursuit of the possibilities that await.

The nationwide network of post offices that serves Japan Post customers today was built up over more than a century and a half. It is the foundation of our operations and an asset unique to the Japan Post Group. Maintaining a strict focus on customer-oriented products and services while continuously burnishing the value of the post office network are vital prerequisites for the Group's further growth. Our aim is to be a corporate group that is essential to society and will be the trusted choice of customers throughout Japan, long into the future.