Inspiring Confidence. Accelerating Progress.

To Our Shareholders The 22nd Ordinary General Meeting of Shareholders Tokio Marine Group Business Strategy June 24, 2024





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Review and Evaluation of FY2023 1 1

1. Review and Evaluation of FY2023

Response to natural catastrophes

• As a company operating an insurance business globally, we are not immune to the impact of various events worldwide. We will support customers worldwide in times of need, now and in the future

2024 Noto Peninsula Earthquake

Number of claims received: c. 29,000 *1 (As of May 31, 2024)

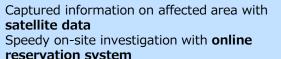
Number of employees mobilized for support (aggregate): c.2,300^{*2}

Wildfires in Maui, Hawaii

Number of claims received: c. **1,500***3 (As of May 31, 2024)



 Captured road conditions using drive recorder video and impact detection for ground cracks, etc., and provided to Ministry of Land, Infrastructure, Transport and Tourism for recovery support





Leveraged the entire Group's strength to make early insurance payments, including **mobilization of employees from mainland U.S.**, and **remote support from Japan** for damage assessment for complex cases requiring high expertise

*3: FICOH (Hawaii subsidiary) actual

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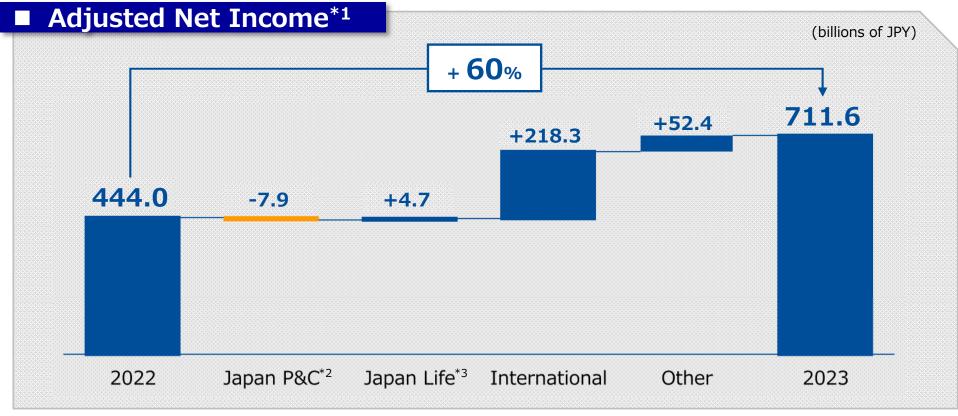
*1: TMNF actual *2: Number of employees mobilized by Tokio Marine Group TOKIOMARIN

1. Review and Evaluation of FY2023



FY2023 Adjusted Net Income

• FY2023 adjusted net income on actual basis increased by +60% to JPY711.6bn. Driven by strong underwriting performance mainly in North America



*1: Adjusted Net Income based on management accounting is used from the perspective of enhancing transparency and comparability as well as linking with shareholder returns (same applies in following pages)

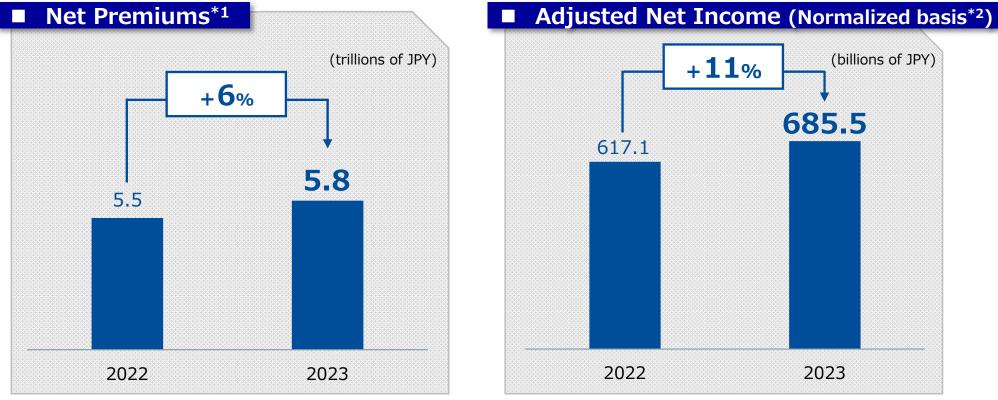
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*2: TMNF *3: TMNL



FY2023 Results

 Net premiums written, one of the benchmarks of support by our customers, increased +6% YoY. Underlying capabilities are steadily improving, with adjusted net income excluding one-off effects such as Nat Cats and COVID-19 increasing +11% YoY



*1: Net Premiums Written + Life insurance premiums

*2: Normalized Nat Cats to an average annual level and excluded capital gains / losses in North America, COVID-19, war, South African floods, capital gains from sale of business-related equities (for part of sale exceeded JPY100.0bn), and FX gains / losses between foreign currencies for 2022; capital gains / losses in North America, capital gains from sale of business-related equities (for part of sale exceeded JPY100.0bn), and FX gains / losses between foreign currencies for 2022; capital gains / losses in North America, capital gains from sale of business-related equities (for part of sale exceeded JPY150.0bn), and FX gains / losses between foreign currencies for 2023



2 Challenges Facing the Insurance Industry and Tokio Marine

2. Challenges Facing the Insurance Industry and Tokio Marine



• The world is full of societal challenges and becoming increasingly diverse and complex. The field in which Tokio Marine must play our role is vast



Declining Birthrate and Aging Society



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Cyber Risks

Decarbonization



Expansion of Geopolitical Risks

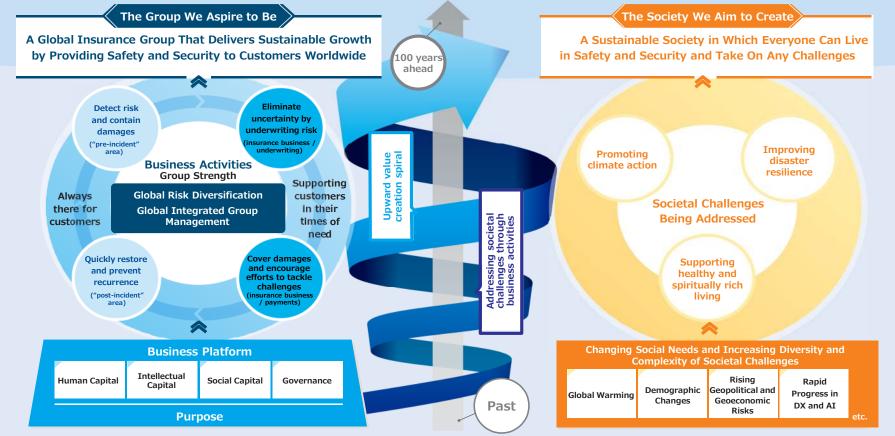


TOKIOMARINI



Our Growth by Resolution of Societal Challenges

- Contribute to the creation of a sustainable society where everyone can live in safety and security and take on any challenges
- Continue to grow for the next 100 years by steadily meeting the expectation of customers and local community



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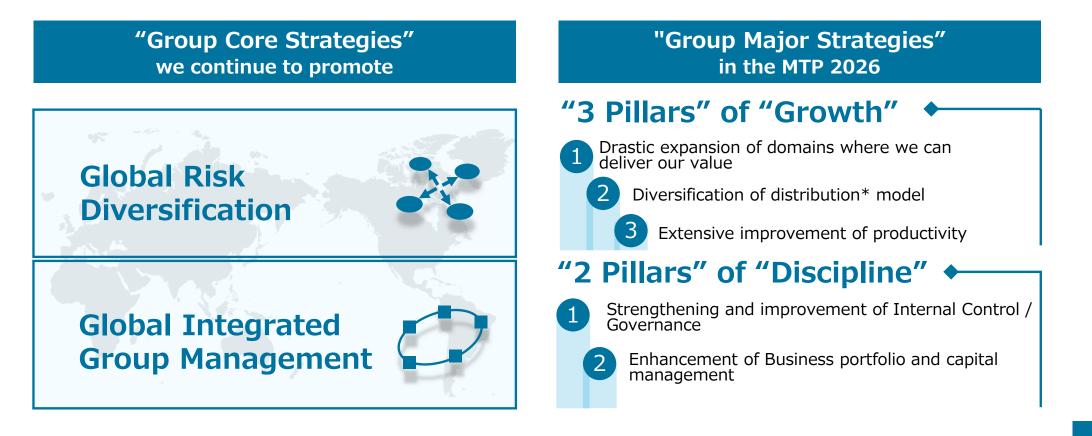
11

New Mid-Term Plan: Inspiring confidence. Accelerating progress.

Growth Strategy

Core Strategy

• The New MTP will steadily execute "Global Risk Diversification" and "Global Integrated Group Management" as our Global Core Strategies, in addition to continued implementation of "Growth" and "Discipline" as Group Major Strategies





Core Strategy

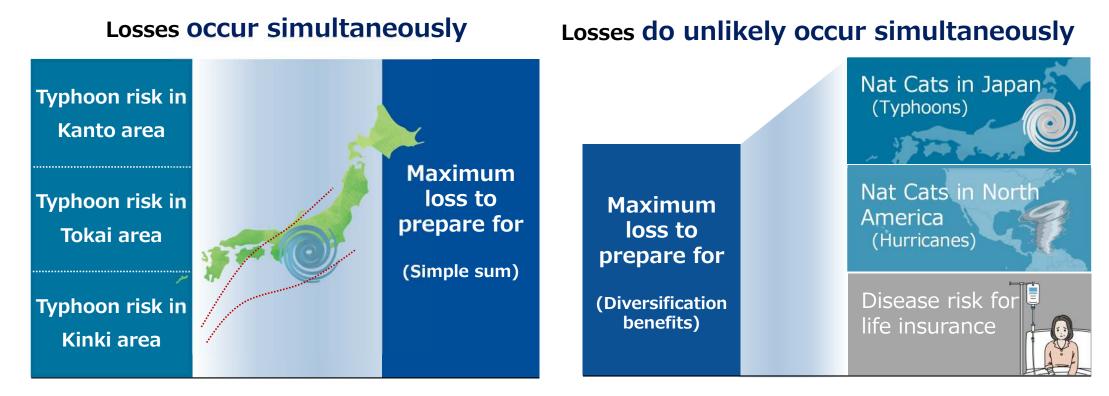
Global Risk

ISK Global Integrated Group Management



Global Risk Diversification

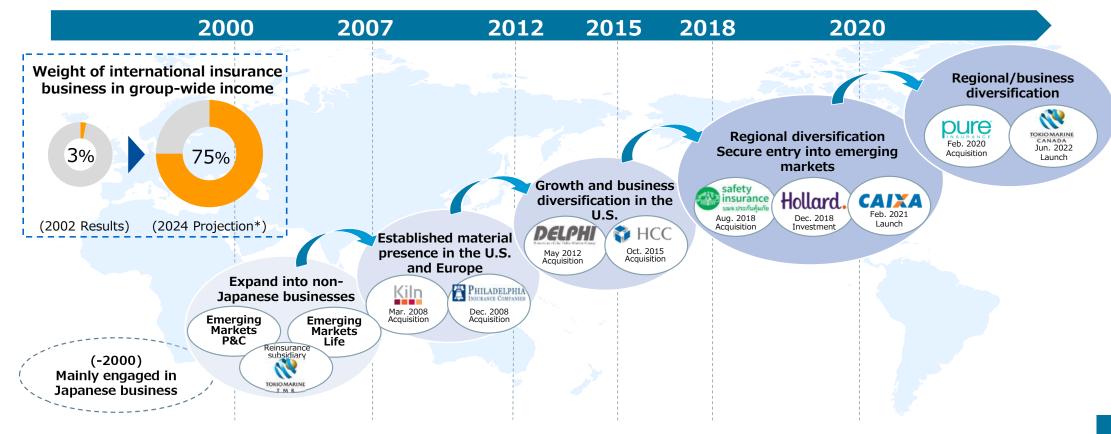
 As insurance business involves risk underwriting, diversifying geographic, business, and products risk is critical



Benefit of diversification by underwriting risks that are "unlikely to occur simultaneously"

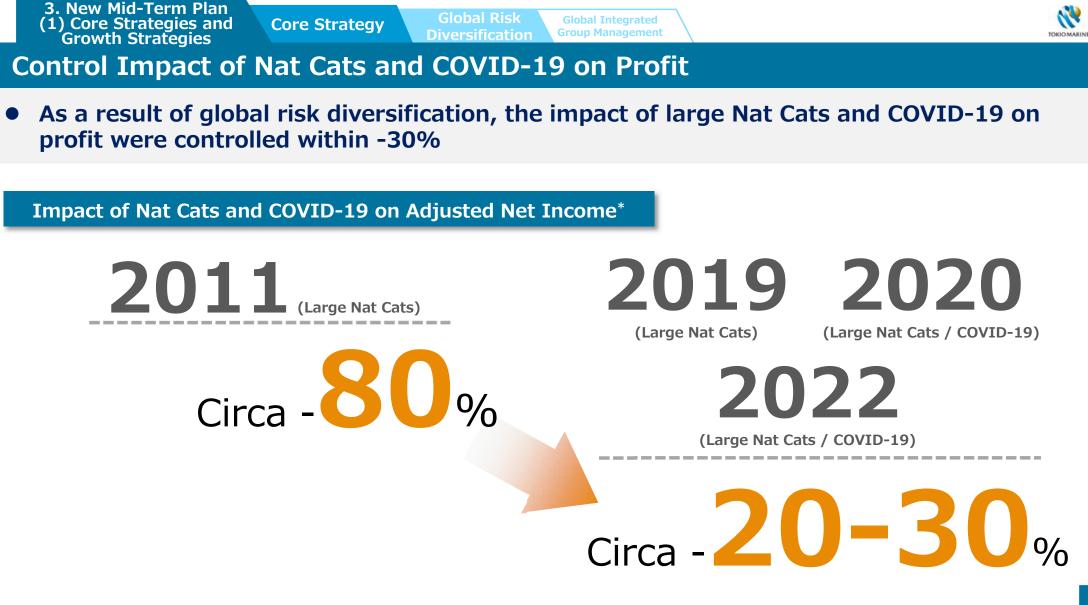


• Tokio Marine has taken about 20 years to expand international insurance business, which has low correlation with Japan P&C, including through M&A



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* Impact on adjusted net income of excess portion of net incurred losses from Nat Cats and COVID-19 at beginning of the year 14

Core Strategy

Global Risk Diversification Grou

Global Integrated Group Management



Enhancing Management Decision (9th Year of Integrated Group Management)

• Talent with great expertise and knowledge is acquired globally, including through M&A. Appropriate application of expertise enhances quality, accuracy, and speed of management decision



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Core Strategy

Global Risk Diversification

Global Integrated Group Management



Next-generation management resource development

• TLI was launched in April 2023, offering a unique training program. Develop the Group leadership and talent with global competitiveness to pass on the baton of management to the next generation



- Create <u>a program linked with the talent management data</u> collected in Japan and international
- > <u>Management teams in Japan and international are committed</u> to passing on the baton of our spirit, our purpose, which lives on in Tokio Marine Group
- Gather and utilize the global wisdom to foster our prospective leaders on a global scale



(July 2023: Lecture at international business school)



(July 2023: Interaction among participants)



(October 2023: Dialogue with Group CEO)



 In addition to providing best fit "Insurance" products to protect "in times of need," provide "Solutions" that contribute to "Prevention, mitigation and recovery" and "Well-being*," to become a partner that "always" support them



"A Partner that continuously provides innovative solutions" to the issues / risks of our customers and society



Growth Strategy



Solutions Business: Disaster Prevention and Mitigation / Mobility

- "Prevention, mitigation and recovery" of insurance has significant market size
- Launched new companies in "Disaster prevention/mitigation" and "Mobility" areas in November 2023



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* Estimated market size from 2030

Growth Strategy

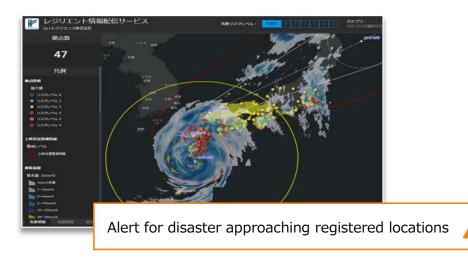


(Reference) Examples of Solutions Business in Disaster Prevention and Mitigation Area

Resilient Information Distribution Service

Jul. 2023 : Launched

- Mainly corporate service
- Real-time distribution of Japan Meteorological Agency's weather and disaster prevention information on online map



	Sample Case	• Timely awareness of disaster information for a
	remote sales office at a time of typhoon	
	[Manufacturing	 Ensured safety for employees with notice from
	Industry]	head office to encourage working from home

Supply Chain Risk Visualization Service

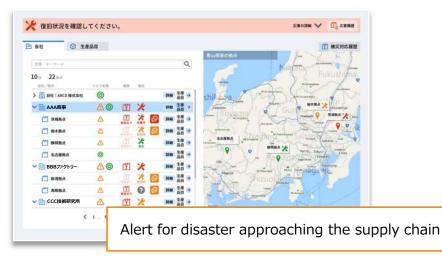
Jan. 2024: Launched

Mainly corporate service

Sam [Mani

Industry]

 Visualize corporate sites and business partner production sites (supply chain)



	• Timely awareness of possible disaster damage
ple Case	own office and business partners
ufacturing	Minimized impact by implementing early
ductry	measures such as securing alternative suppliers and

detour transport route

Growth Strategy



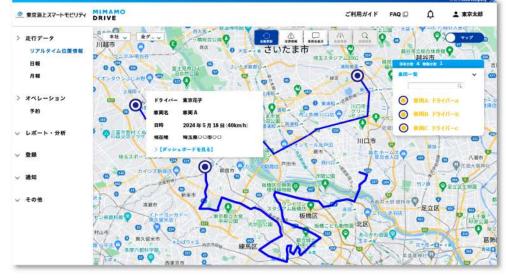
(Reference) Examples of Solutions Business in Mobility Area

Fleet Management Service: MIMAMO DRIVE

Mainly corporate service

Oct. 2023: Launched

 Support fleet management and safe driving instructions leveraging Tokio Marine Group's accident reduction / vehicle data analysis expertise





Real time confirmation of vehicle location
Responded to additional order from a customer by
giving additional instruction to the nearest driver to
the delivery address, enabling quick delivery



Used individual employee "driving score" to give customized driving instructions, resulting in improved safe driving awareness



4 New Mid-Term Plan (2) Enhancement of Discipline and Initiatives by TMNF



Enhancement of Group TMNF "Re-New" **Level Governance**



Fraudulent claims by BIGMOTOR/ Price-Fixing of Insurance Premiums

In addition to ensuring implementation of actions against the incidents and reoccurrence prevention measures, fundamentally review all business processes (business models) from a "customer-oriented" perspective to recreate TMNF into a "truly trusted customer-oriented company"

Fraudu	ulent claims by BIGMOTOR	Price-fixing of insurance premiums	
 Fraudulent claims by BIGMOTOR, an agent*1 and designated workshop*2 of TMNF Consistently strict responses to fraudulent insurance claims have been implemented, but we took the fact that "sophisticated fraud was not identified" and "BIGMOTOR was being introduced to customers involved in accidents" seriously, and various measures (safety check support and insurance grade revision for auto insurance) to recover customer damages is being prioritized 		 "Price-fixing of insurance premiums" with other P&C insurers was detected at TMNF The special committee that included external lawyers was established for thorough investigation and analysis of the cause and reoccurrence prevention measures were established. The measures are steadily implemented. (In response to the business improvement order received from the Financial Services Agency in December 2023, a business improvement plan was submitted on February 29, 2024) 	
Management's Resolve in Response to the Incidents	Fundamentally review all business pr "customer-oriented" perspective to re customer-oriented	ecreate TMNF into a "truly trusted "Re-New"	
Reoccurrenc	e Prevention measures	Reoccurrence Prevention measures	
	nen loss adjustment system hing service ^{*3} (launched July 2024)	 Fundamental review of industry norms (see P.24) Review internal structures and frameworks (see P.25) Strengthen human resource development 	

*1: Agency agreement was terminated in October 2023

*2: Contracted repair workshops with certain level of service. Introduced to customers involved in an accident who have not decided the repairer.

Introduction of BIGMOTOR was suspended immediately after the fraudulent claim was suspected

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22 *3: A service where customers can choose their own repair shop. Starting from October 2024, it will be possible to search for repair shops and make reservations for repairs.





Vision/Business model TMNF Aspires to Achieve Through "Re-New"

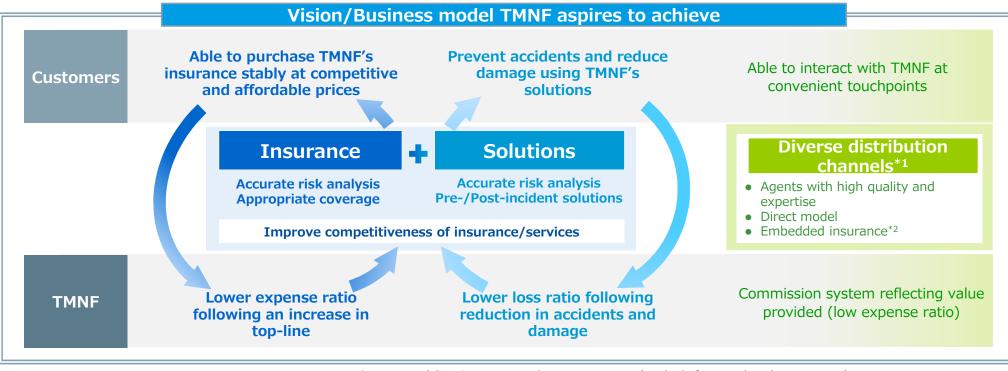
TMNF "Re-New"

• The vision is to 1) accurately analyze customers' risks, 2) not only hedge these risks but also avoid and reduce damage itself, and 3) provide insurance with affordable price through the reduction of loss itself and thereby increasing the number of customers. TMNF will offer insurance and solutions through diverse, high-quality and specialized distribution channels^{*1}

Enhancement of Group

Level Governance

• This is unprecedented in the industry and will allow TMNF to help build a safe and secure society. As a result, TMNF continues improving its corporate value



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*1: How to deliver insurance products to customers (method of approach, sales route, etc.)

*2: Fully digitalized insurance (embedded insurance) through the utilization of partners' platforms and services



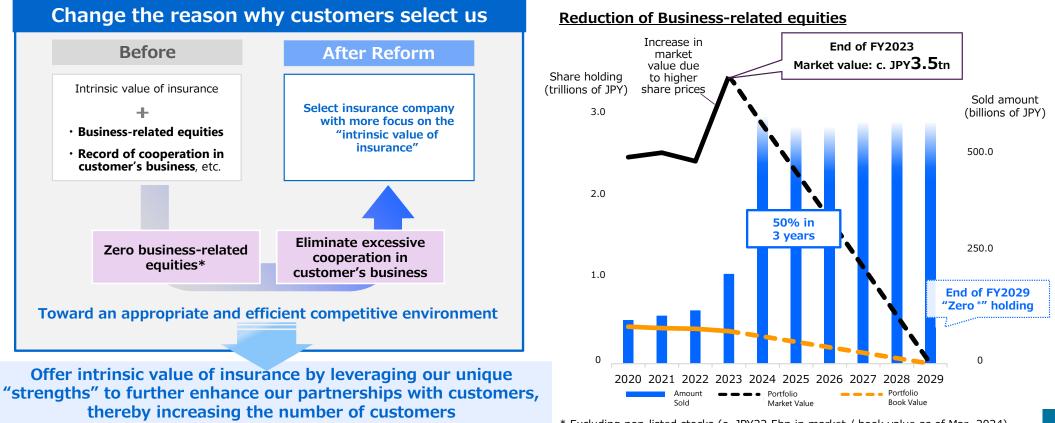
New Company/Business Model TMNF Aspires to Realize Through "Re-New" (1)

• Ending deep-rooted practices of Japanese P&C industry will lead to an efficient and appropriate competitive environment. In this environment, an ability to offer the intrinsic value of insurance will become the key

Enhancement of Group

Level Governance

• This is the area where we excel and we will increase the number of customers by leveraging our unique strengths



^{*} Excluding non-listed stocks (c. JPY22.5bn in market / book value as of Mar. 2024) and investments related to capital and business alliance, etc.

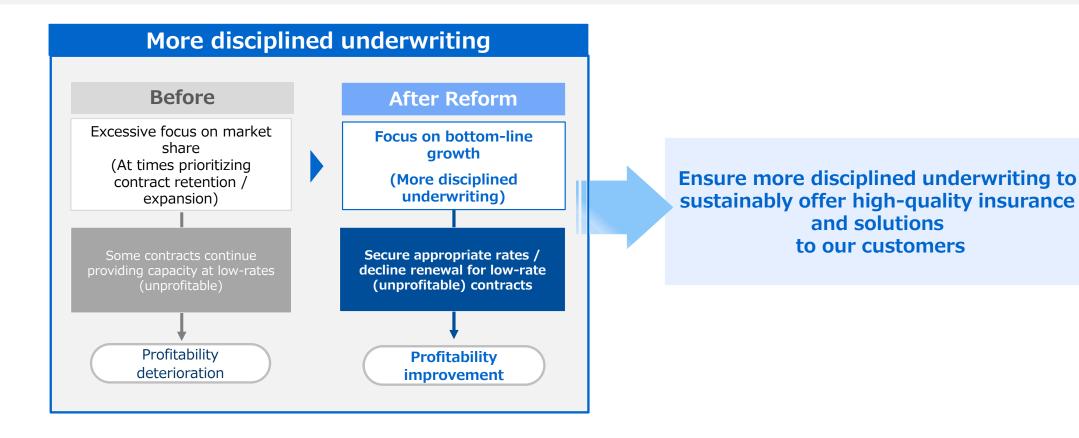
TMNF "Re-New"

Enhancement of Group Level Governance



New Company/Business Model TMNF Aspires to Realize Through "Re-New" (2)

 We sustainably offer appropriate coverages at appropriate rates corresponding to customers' risks and needs. To continue fulfilling this duty as an insurance company, we will refocus our priority on bottom-line growth and exercise more disciplined underwriting



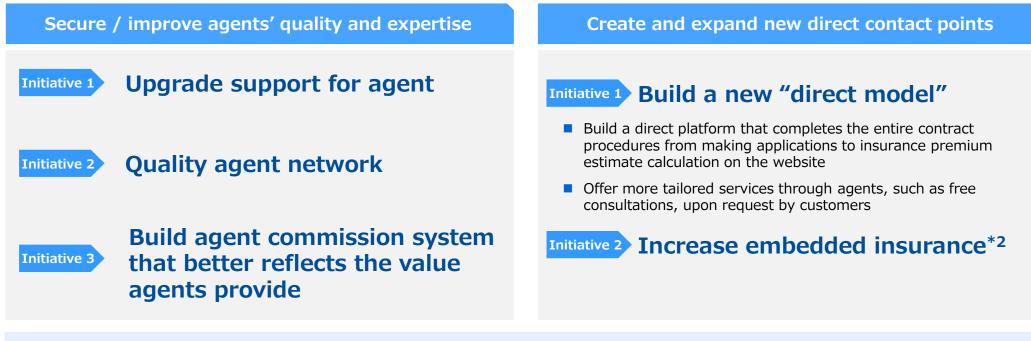
TMNF "Re-New" Enhance

Enhancement of Group Level Governance



New Company/Business Model TMNF Aspires to Realize Through "Re-New" (3)

- Expand and diversify distribution channels^{*1} with the quality and expertise, selected based customers' needs and upgrade our support for agents to accelerate this, thereby increasing the number of customers
- Build an agent commission system that better reflects the degree of independence of agents and their value



Deliver the intrinsic value of insurance to customers tailored to their diverse needs by achieving the above, and as a result, increase the number of customers

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*1: How to deliver insurance products to customers (method of approach, sales route, etc.)*2: Fully digitalized insurance (embedded insurance) through the utilization of partners' platforms and services

TMNF "Re-New"

Enhancement of Group Level Governance



Enhancement of Business Management Structure

• Established Group Audit Committee with the utilization of external perspectives to engage in proactive activities and enhance the expertise of risk management, legal & compliance, and internal audit

Utilization of industry leading experts

Continue recruitment / development of experts for risk management, legal & compliance, internal audit etc., and promote further utilization across group companies

[Japan] Consolidate governance functions, enhance internal audit

- Consolidation of governance functions such as the second and third lines of group companies for further direct instruction / supervision by TMHD
- Enhancement of direct audit by TMHD (conducted as necessary from FY2024)

[International] Enhance internal control and further supports aligned with the maturity level of each group company

Completed the formulation of action plans after evaluating the framework of each group company, and in the process of monitoring its progress. Promote enhancement of group companies' framework thorough the PDCA cycle

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Utilization of external perspectives

- Established "Group Audit Committee" in April 2024.
 External members including the Chair comprise majority of the Committee
- Utilize "external perspectives" to review the appropriateness of our business process, culture etc.

<u>Themes to be deliberated by Group Audit Committee</u> <u>utilizing "external perspective" (example)</u>

- Review of the gap with the common sense of the society (reinspection of common sense)
- Review our situation in response to the possible scenarios similar to incidents at other companies / industries ("draw a lesson")
- Preventive measures for past incidents at group companies will be considered to implement at other group companies



5 Projections and Shareholder Return

5. Projections and Shareholder Returns

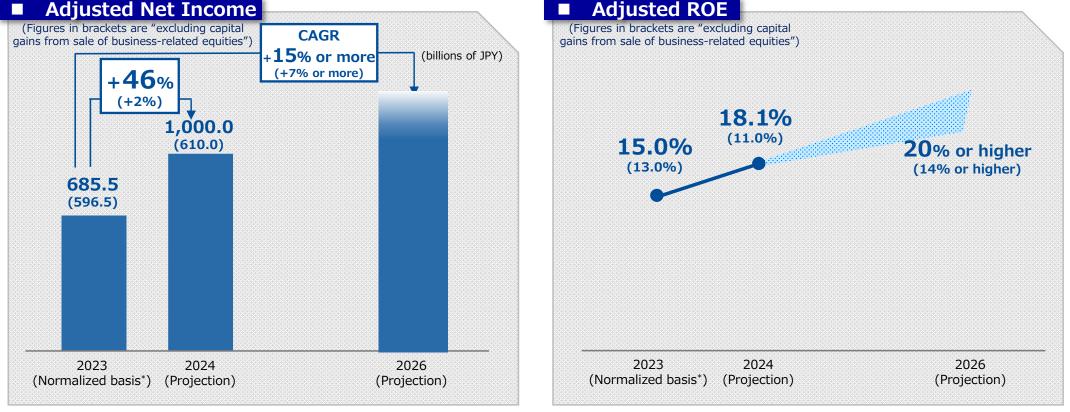
Projections

Shareholder Returns



Mid-Term Business Plan (2024-2026) Projections

- Deliver top-tier Adjusted Net Income growth for new MTP (3Y CAGR) at +15% or more (+7% or more excluding capital gains from sale of business-related equities)
 Also increase adjusted ROE to 20% or higher (14% or higher excluding capital gains from sale of business-related equities)
- For FY2024, projecting +46% YoY (+2% excluding capital gains from sale of business-related equities)



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* Normalized Nat Cats to an average annual level and excluding capital gains / losses in North America, capital gains from sale of business-related equities (for part of sale exceeded JPY150.0bn), and FX gains / losses between foreign currencies

5. Projections and Shareholder Returns

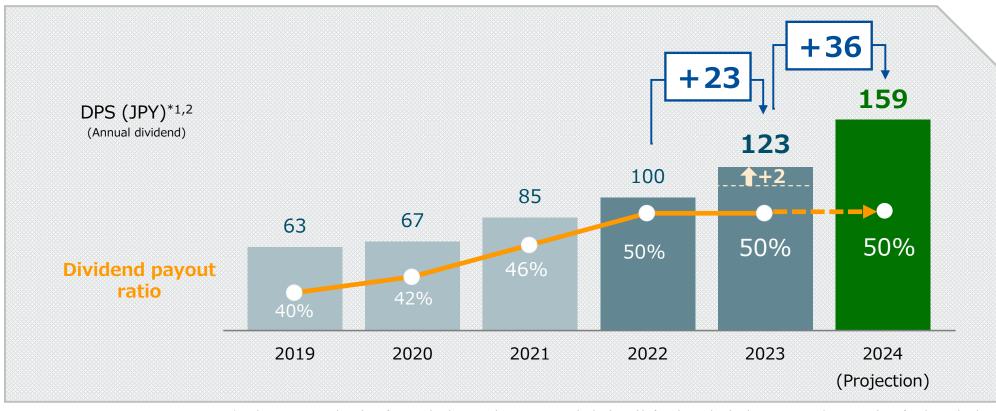
Projections

Shareholder Returns



Shareholder Returns

- We believe that profit growth through businesses and shareholder returns should be consistent
- Considering the increase in profit from the original projections, DPS for FY2023 are raised to JPY123 (+JPY2 vs original projections). FY2024 DPS projected at JPY159 (+JPY36) for a 13th consecutive year of dividend increase



*1: The Company conducted a 3-for-1 stock split on October 1, 2022. For dividends paid before the stock split, the amount per share equivalent after the stock split is shown (fractions less than 1 yen are rounded to the nearest whole number).

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*2: In addition to common dividends, one-time dividend of JPY12 (based on stock split above) was paid on Q2 2019 and Q2 2020 to adjust capital level.



6 Expression of Gratitude and Determination

6. Gratitude and Determination



New Group Brand Message: Inspiring confidence. Accelerating progress.



TOKIO MARINE G R O U P We provide support, strength, and stability to our customers and society in a world filled with risk. We give people the confidence to explore new possibilities and take the next step forward.

We help build more resilient economies, industries, and societies in a rapidly changing world. This has been our mission since our founding and will remain our guiding purpose.

With over 140 years of experience and expertise spread across a global network – supported by technology and empowered by a corporate culture dedicated to doing the right thing – we harness the power of confidence for our customers and society.

We are Tokio Marine Group.

6. Gratitude and Determination



Insurance is a "People's Business"

Develop employees and create corporate culture passionate about realizing our Purpose



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Reference



ESG (Sustainable Improvement of Corporate Value): Environment (1)

Actively contribute to environmental protection, biodiversity preservation, and creation of environmental values through our business

Response to Climate Change

- Promote clean energy by actively offering insurance and services to renewable power generation business
- Achieved "carbon-neutral^{*}" for greenhouse gas emissions from business activities for 10 consecutive years to FY2022, partly through the fixation of CO₂ with mangroves
- Enhanced disclosure with the issuance of the TCFD report based on the recommendation of the Task Force on Climate-related Financial Disclosures (TCFD)

Environmental Protection

- Promote web based insurance contracts (clauses) and omission of issuing insurance policies
- The new head office building is designed to be a green building with the highest level of environmental functions including the use of timber and energy efficient facilities It is also to be equipped with the state of the art facilities from such viewpoints as disaster response, diverse workstyles, and internal and external communication and collaboration
- Enhanced disclosure with the issuance of the TNFD report based on the recommendation of the Taskforce on Nature-related Financial Disclosures (TNFD)



* Emission by Tokio Marine's business (Scope1 (direct GHG emissions)) + (Scope2 (indirect GHG emissions)) + (Scope3 (other indirect GHG emissions), category 1,3,5,6 on greenhouse gas (GHG) protocol))

###L#-10FO7X

global environment

Contribute

б

sustainable



ESG (Sustainable Improvement of Corporate Value): Environment (2)

• Continuing initiatives to promote climate actions and achieve the goal of decarbonized society

Reduction of our greenhouse gas (CO ₂)	Reduce greenhouse gas emissions from Tokio Marine Group's business activities by 60% (compared to FY2015) ^{*1} by FY2030
emissions	Achieve Net Zero greenhouse gas emissions by FY2050 (including for insurance customers and recipients of investments and financing ^{*2})
Engagement with customers	TMNF engaged in in-depth engagement ^{*3} with more than 160 companies out of 200 large corporate customers, which account for approximately 90% of its insurance-associated emissions
Ratio of renewable energy usage to total electricity consumption	100% to renewable energy at major buildings/facilities of Tokio Marine Group by FY2030
Company-owned vehicles	TMNF & TMNL will switch all company-owned vehicles to electric vehicles , EV, PHV, HV, etc., by FY2030

*1: Scope1 (direct GHG emissions) +Scope2 (indirect GHG emissions) +Scope3 (other indirect GHG emissions), category 1,3,5,6 on greenhouse gas (GHG) protocol)

*2: Scope3 (other indirect GHG emissions), category 15 on greenhouse gas (GHG) protocol

*3: Proposals based on identified issues (sharing awareness of the issue and making specific proposal for solution, supporting introduction of renewable energy,

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underwriting insurance for risk assessment and mitigation, supporting climate change information-related disclosure, and consulting for decarbonization planning, etc.) 36

ESG (Sustainable Improvement of Corporate Value): Society (1)

Contribute to solving societal challenges by providing safety and security to customers and society through our business

Disaster resilience

Our

initiatives

for

society

- Achieve to prompt insurance payments by building a remote claims service structure and utilizing technologies such as satellites, drones, and AI
- In addition to supporting customers in their time of need through our core insurance business, we are expanding our business into the realms of pre- and post-insurance, including disaster prevention and mitigation, early recovery, and recurrence prevention

Respect for human rights

- Establishment, notification, and education of the "Tokio Marine Group Basic Policy on Human Rights" and "Responsible Procurement Guidelines"
- Establishment of "human rights due diligence" framework including identification of human rights risk and risk and impact assessment at human rights workshop, etc.

Promoting diversity, equity & inclusion

- Set up a structure to promote DE&I, including establishment of the Diversity Council, and cultivate appropriate corporate culture
- Global campaign related to the International Women's Day as part of the global and Group-based initiatives (using Group company social media, etc.)
- Accelerate acceptance of diverse values and utilization of knowledge with sessions on DE&I held for management in Japan and international
- Support more active participation by women with Tokio Marine Group Women's Career College^{*1}
 - *1: Training program to promote active participation by female employees *2: Ratio of female directors and audit and supervisory board members in Tokio Marine HD
 - *3: Ratio of female managers in major consolidated subsidiaries in Japan and international. TMNF has established new positions with the HR system revision in April 2024. FY2023 results have been adjusted to reflect the revision to enable comparison between the years.

Contri challeng bu **B**S te 6 through S 5 ng societai n business

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OKIO MARIN

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2023 2024 Female directors / audit and 20.0% 25.0% supervisory board members*2 35.6% 33.3% Female managers*3 (figures for TMNF in (24.8%)(27.8%)brackets)



ESG (Sustainable Improvement of Corporate Value): Society (2)

Improving quality from the customer's perspective

- Formulate and announce the "customer-oriented business conduct policies" and promote efforts under these policies
- Develop a structure to utilize "customer feedback" for improving products and services
- Develop a structure for "high-quality insurance solicitation" using smartphones and tablets

Develop and promote management of human capital

- Build a human resources base to realize "A Global Insurance Group That Delivers Sustainable Growth by Providing Safety and Security to Customers Worldwide" based on the Group Human Resources Strategy
- Dialogue with all stakeholders using the Human Capital Report
- Hold a "Tokio Marine Innovation Program," an in-house open application program, to support creation of innovation for solving societal challenges

Promoting health and productivity management

- Active internal and external disclosure on employee health initiatives and benefits (lifestyle habit improvement, health support for women, etc.)
- Support customers' health and productivity management by issuing booklets compiling examples of initiatives of companies and hosting related seminars
- Eight consecutive selection for Health & Productivity Stock Selection between 2016 and 2023, certified as Excellent Corporation in Health Management 2024 (large enterprise category (White 500))

TOtal assist 自動重保险

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(image of procedures using tablets)

TOKIO MARINE

ESG (Sustainable Improvement of Corporate Value): Governance (1)

- Solve Group's management issues by leveraging global expertise and knowledge through function-based Chief Officer system and committees, etc.
- Group CEO focuses on Group management and promotes initiatives to spread the group culture

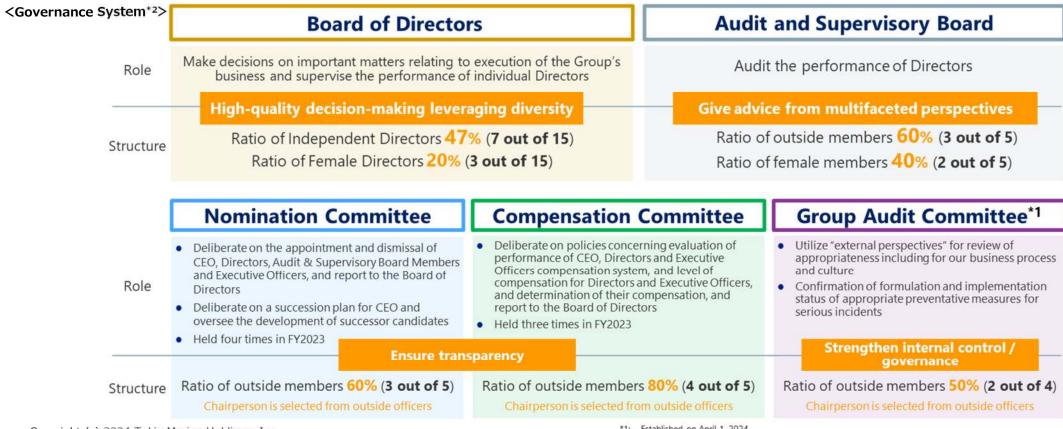
TOKIOMARINE GROUP		d Group Management	Unleash the Group's total po
	CCO (Culture)	Focus on the Group management by Group CEO	Japan Japan Int'l Fina P&C Life
mana	international top gement	Top management both in Japan and international discuss various	Business Business Business Business
CFO Financial CSO Strategy and Synergy	CLCO Legal and Compliance CITO	Group management issues Utilization of Global Committee, etc.	• Synergy effect
CRO Risk	Information Technology CISO Information Security	ERM Committee	Sharing of best practice
CDO Digital	CSUO Sustainability	Sustainability Committee	Converge and utilize
CRSO Retention Strategy	CDIO Diversity, Equity & inclusion	Global Retention Strategy Committee	knowledge of the Group
CIO Investment	COO Operating	Global Information Technology Committee	 Involvement in the Grou
CHRO Human Resources	CAO Audit		management by international talent
CWO Wellness		Diversity Council etc.	

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TOKIO MARIN

ESG (Sustainable Improvement of Corporate Value): Governance (2)

- Hybrid organizational design with a Board of Directors that makes high-quality decisions by utilizing the knowledge and expertise of outside directors, and a Nomination Committee and a Compensation Committee that ensure transparency in the decision-making process
- Group Audit Committee^{*1} was established to enhance the Group's internal control and governance of Group companies



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*1: Established on April 1, 2024

*2: The system will be planned after voting results in the 2024 Ordinary General Meeting of Shareholders

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TOKIO MARINI

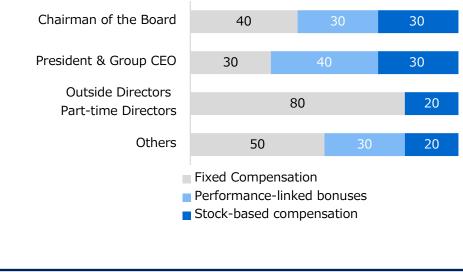
ESG (Sustainable Improvement of Corporate Value): Governance (3)

- Designed a compensation system linked to business performance and stock price as an incentive for Directors to achieve sustainable growth
- Continue to review the compensation system contributing to the enhancement of corporate value

Compensation System for Directors

- Consists of fixed compensation, performance-linked bonuses, and stock-based compensation
- In principle, ratio of performance-linked bonuses and stock-based compensation increases in conjunction with the rank of Directors

<Ratio of base amount of Compensation>



<Performance-linked bonuses>

- Increase the incentive of Directors to improve performance
- Adjusted within a range of 0% to 200% depending on the level of accomplishment of the individual and company targets



- Increase the link between compensation and our stock price to have Directors share the benefits and risks of stock price movements with shareholders
- Further raise Directors' incentive to improve corporate value over the medium- to long-term
 - *4: A system for granting the Company's shares to Directors and Executive Officers at a pre-determined time in the future by granting share delivery trust points

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MEMO

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