

[Unofficial Translation]

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Code: 8750 (TSE First section)



## Dai-ichi Life to Implement RPA for Company-wide Operations In an Effort to Increase Productivity and to Change the Way We Work

The Dai-ichi Life Insurance Company, Limited (President: Seiji Inagaki) (“Dai-ichi Life”) hereby announces that it will implement start implementation of Robotic Process Automation (RPA) for company-wide operations in an effort to increase productivity and to change the way we work.

RPA is attracting attention as a technology to free human labor to do more complex work. Beginning from October 2016, together with Deloitte Tohmatsu Consulting LLC and Accenture Japan Ltd, Dai-ichi Life has been conducting verification tests, system adaptation, and analysis of potential businesses that RPA can be utilized. We have been conducting trials for about 20 types of operational tasks relating to individual insurance. From October 2017, in addition to operational tasks relating to insurance, RPA will be expanding into various business areas of the company, such as operational tasks related to marketing, general affairs/accounting, asset management in an effort to increase productivity and to change the way we work.

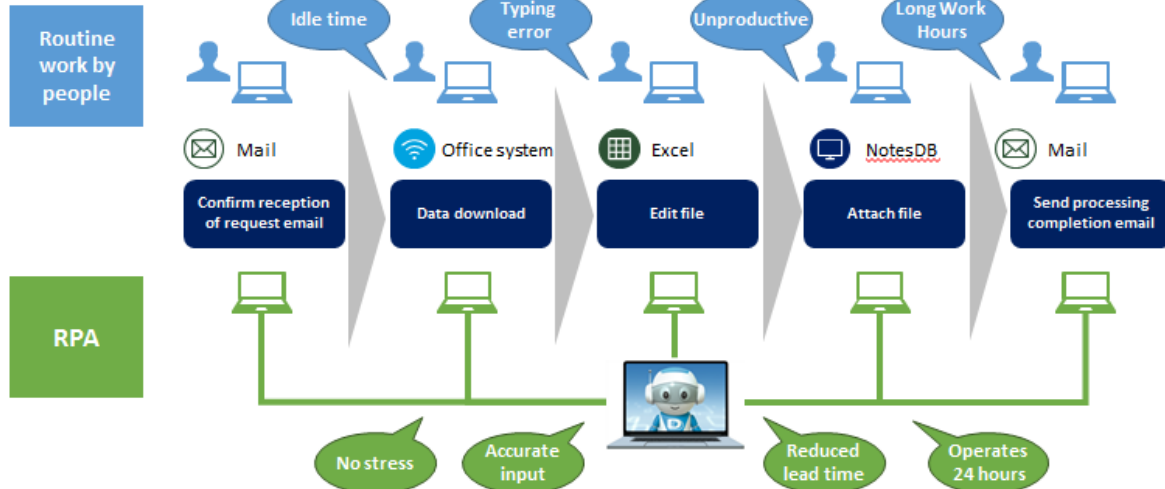
### <Benefits of RPA (Robotic Process Automation)>

- RPA frees up people to do other work
- Can handle multiple computer applications
- Operates around the clock
- Mass processing with no mistakes

- Works with existing systems
- Continuous/Prolonged operation



### <Utilization of RPA>



### < Application of RPA (example) >

- Payment assessment related work (clerical underwriting field)
- Preparing documents and data for Corporate Analysis / Risk Monitoring (asset management field)
- Internal management data preparation work (various fields)

### < RPA products >

We will implement two highly regarded products that are adopted by companies worldwide.



- Automation Anywhere (Headquarters: California, USA)



- Blue Prism (Headquarters: London, UK)

The increase in productivity and the changes in the way we work through the implementation of RPA will make it possible for us to shift our resources to more value-added operations and growth fields. In the future, to substitute for more sophisticated tasks, we are considering to use artificial intelligence (AI) including recognition technology, machine learning, and so-called “rule engines” that enable optimum judgment under complicated conditions.

The introduction of RPA, a new digital workforce to cope with the rapid population decline and the labor shortage accompanying the declining birthrate of Japan, will become part of InsTech\*, which the Dai-ichi Life Group has been working on since 2016. The Dai-ichi Life Group will continue to proactively utilize technology and promote initiatives to create innovation in the life insurance business.

\* The Dai-ichi Life Group coined the term “InsTech” as a name for its initiatives to create innovation unique to the life insurance business from both the insurance and technology perspectives and is a top priority strategic challenge for the Group. Increasing productivity by utilizing technology is among the important initiatives in driving “InsTech.”

#### ■ Endorsement

Today, Deloitte Tohatsu Consulting sincerely welcomes Dai-ichi Life’s serious commitment to automatizing routine tasks and making them more efficient by using Robotic Process Automation (RPA), with the aim of increasing work capacity and reforming working practices.

We believe that RPA is more than just a way to gain efficiency: rather, it is a first step toward operational and organizational reform based on management strategy. We are convinced that the employees of Dai-ichi Life who will take on higher value-added work thanks to this initiative will contribute to implementing the company strategy with great determination and creativity. We look forward to assisting with the development of “InsTech”, a key initiative of Dai-ichi Life, by making the most of our global expertise in the insurance sector and of our experience of deploying digital technology in various industries.

Kazunori Aoki, Partner and Financial Services Industry Lead  
Deloitte Tohatsu Consulting LLC

We estimated the efficiency savings RPA could offer Dai-ichi Life, then assisted in selecting the RPA service and analyzed Dai-ichi’s work to determine where it would be most suitable. We also created a video to promote awareness and demonstrate efficacy of RPA for demonstration within the company to help promote buy-in. As supporters of Insurtech, we will continue to help Dai-ichi Life embrace new technology that can make customer experience and employee efficiency and satisfaction better.

Keisuke Yamane, Managing Director, Technology Architecture Group, Technology Consulting  
Accenture Japan Ltd.