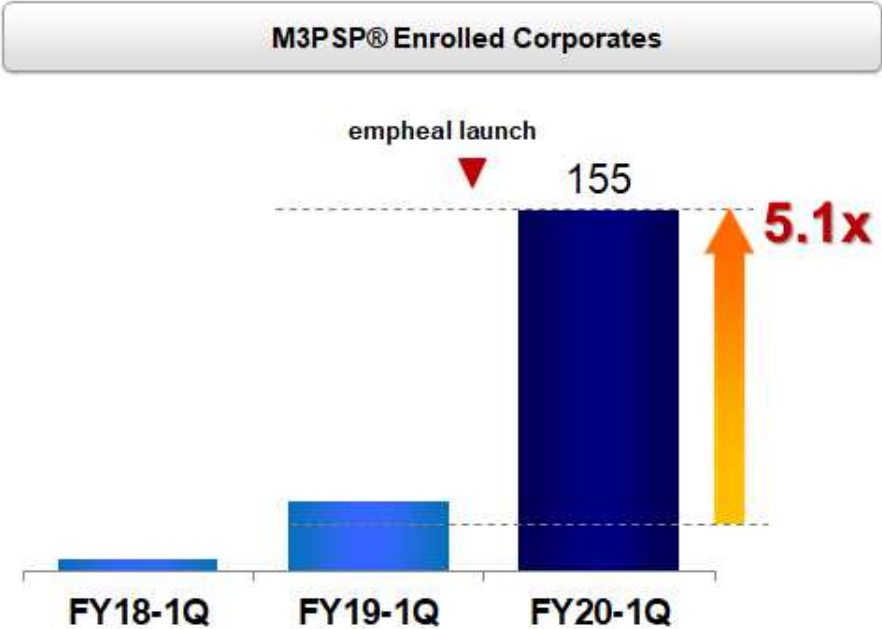




Dramatic Increase in M3PSP® (Patient Support Program®) Users
~ NPS® Remains Lofty at +77 via Unsurpassed Satisfaction Provision ~

M3 Inc. (Headquarter: Tokyo, Japan; CEO: Itaru Tanimura; URL: <https://corporate.m3.com/>; "M3," below) has disclosed that enrollment in the M3 PSP service has expanded to 150 corporates since its launch two years ago, and continues to maintain an extremely high NPS® score of +77.



M3PSP® provides healthcare related services towards the employees and the family members of those employees belonging to corporates that have enrolled in the program. The services provide access to free consultations with dedicated nurses and physicians, second opinion attainment, to best hospital searches and beyond. Simultaneously, corporates can expect to gain benefit from higher productivity and engagement via better employee health management, and improved appeal in recruitment and branding. The number of corporates utilizing M3PSP® has increased by 5.1x year on year.

■ **Enrollment from Larger Corporates**

Corporates such as Nippon Telegraph and Telephone Corporation (partial enrollment, excludes subsidiaries) will enroll in M3PSP® starting May 2020, with the backdrop of high evaluations from DOCOMO employees that used the service during the pilot induction phase. NEC Corporation has also initiated a cafeteria style optional enrollment plan for their employees from April 2020.

■ M3PSP® Latest Track Record

Highly Recommended by Employees and their Families

M3PSP® offers a wide range of consultation opportunities with nurses and physicians, and the recent increase in inquiries have surrounded COVID-19. The service has been able to provide valuable advice to help alleviate concerns and anxiety for many during this pandemic.

Survey responses from users of services such as the second opinion and best hospital search have shown ample levels of satisfaction, with roughly 80% rating the service as either a “9” or “10” out of 10, when asked how strongly they would like to recommend this service to family members and friends. As a result, the NPS® score for M3PSP® has remained exceptionally high at +77.

Employee User Feedback

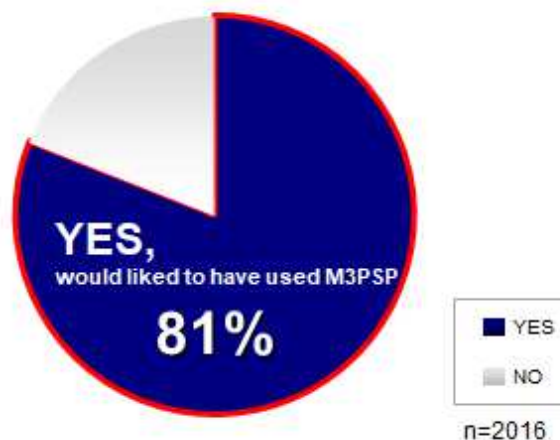
“I could not determine the best hospital with my limited expertise, and with no close medical professionals that I can consult with, these services have proven extremely helpful.”

Operational Support for Corporates

Furthermore, M3PSP® induction and employee utilization support is provided by empheal inc. (joint venture company between DOCOMO and M3; Headquarter: Tokyo, Japan; CEO: Takahiro Nishiguchi; “empheal,” below). Below are some of the results from a survey conducted by Empheal across M3PSP® enrolled corporate employees (2016 responses).

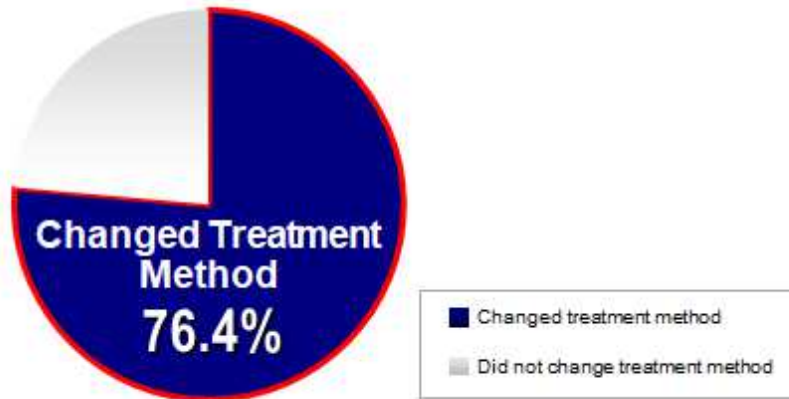
Respondents acknowledged that they have faced times in the past where M3PSP services would have been helpful.

Q: Looking back over the past 2 years, were there incidences where you would have liked to have had access to M3PSP® services for yourself or your family members?



Data also showed that 76.4% of M3PSP® second opinion and best hospital search service users have proceeded to change their treatment method or hospital from their initial option. It can be deduced that roughly 80% of users were able to attain better, more appropriate medical care, than they would have had they no access to M3PSP®.

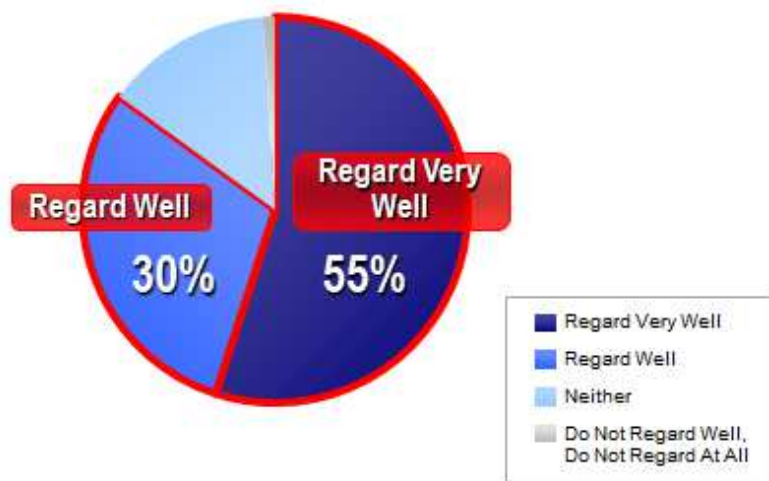
M3PSP® User Track Record in Changes to Treatment Method or Hospital



empheal provides support for employees at enrolled corporates in maximizing M3PSP® utility to ensure that the best healthcare is achieved, thereby also ensuring that corporates benefit from improvements in presenteeism and absenteeism through better health of their employees.

Furthermore, 85% of the employees viewed corporates that offer healthcare services for employees in high regard, highlighting an existing need for healthcare support from their employers.

Q: How do you evaluate corporates that enroll in services such as M3PSP® to offer healthcare related support to their employees and families?



n=2016

Corporate Management Feedback

“I have decided to adopt the M3PSP® service upon belief that alleviating employee concerns as much as possible is an important responsibility as an employer. I have relayed to my employees, including their families, to immediately obtain consult through this service in times of health concerns.”

< M3PSP® Service Overview >

This service package provides four separate M3 services for corporates to enroll their employees and families into.

| | |
|---|---|
| Services included in the M3PSP® Service Package | FREE AskDoctors® physician consultation service |
| | FREE consultations with M3 patient supporters (RNs) |
| | Best Doctor Selection (fee required) |
| | Multi-Opinion Service (fee required) |

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M3PSP® will continue to utilization of m3.com, a platform with over 280,000 Japanese physician members, along with abundant M3 group expertise, in order to create services that provide the best healthcare access and support for employees, productivity improvement solutions in corporate health management, and contribute to the reduction of unnecessary medical costs.