

## Five Promises to the Afflicted

### 1. Speedy processing of compensation payouts

- TEPCO will manage the work flow to achieve speedy compensation payouts in accordance with the below standards:
  - Complete confirmation of necessary documents within three weeks after receiving them.
  - Implement payouts within one week after the applicant sends back the agreement sent to him/her.
  - Compensation payouts for voluntary evacuations, etc. will be made within three weeks of receiving the application form.
- Via a large transfer of authority to the local entities presently handling inquiries and application processing, TEPCO will accelerate the processing procedures for individual requests.

### 2. Careful Implementation of Compensation Payouts

- In the case of multiple compensation items, those for which agreement has been made will be paid.
- Full consideration will be given to individual circumstances and every effort will be made to achieve reconciliation via face-to-face communication with the afflicted for the acquisition and submission of evidential documentation.
- If there is a difference between the claimed amount and the amount specified on the agreement, an “Explanation of the Difference” will be sent to the applicant to facilitate greater understanding.
- Via the drastic transfer of authority for compensation to local entities who are presently handling inquiries and compensation applications combined with enhanced procedural flexibility, we will be able to take individual circumstances into consideration when implementing compensation payouts.
- In response to a large number of fears concerning the expiration of compensation rights due to the statute of limitations, efforts will be made to urge eligible applicants to apply for compensation by sending out direct mail and paying individual visits.
- In case that we may overlook afflicted persons, in collaboration with Nuclear Damage Liability Facilitation Fund and other related organizations,

we will sincerely respond to and take into serious consideration the unique circumstances surrounding all appeals for help from afflicted persons so as to prevent unfair treatment.

### 3. Due respect paid to reconciliation proposals

- The operations of the ADR group in the Legal Office of the General Affairs Department and Fukushima Nuclear Compensation Office will be integrated to further enhance cooperation. This will allow for the reconciliation results at ADR to be properly reflected into the other claims.
- We will show our willingness to pay at least the amount of compensation required for cases of permanent compensation, in order to achieve payments at an early stage, even if they may be partial.
- In those cases where an applicant has proceeded with permanent compensation procedures prior to going through the ADR steps, efforts will be made to achieve a swift reconciliation by organizing the points of dispute at an early timing based on past negotiations and working towards a partial reconciliation and/or reconciliation through provisional payment in accordance with permanent compensation procedures.

### 4. Simplified paperwork procedures

- Application forms based on the “simplified application” with the specified amount determined based on past payments will be available in order to drastically reduce the volume of paperwork.
- The format of the application forms for business entities and individual business owners has been changed to allow for compensation period adjustments (within the range of three to twelve months) in accordance with their different accounting terms.
- For the Fifth Compensation Application, application forms based on the “comprehensive claim method” have been made available to allow for compensation claims for damages incurred during a certain period of time (including future) in a comprehensive manner.
- For the first to fourth permanent compensation, “full-period compensation application forms” were made available to allow one to apply for multiple compensation claims all at once for those periods where agreement is still pending.

## 5. Sincerely Response to the Requests from the Afflicted

- The director of Fukushima Nuclear Compensation Office has been stationed at Fukushima Division to allow for swift and sincere responses to the complaints and requests from the afflicted.
- Operations related to compensation, decontamination and revitalization promotion are integrated under the Fukushima Division to allow us to respond to a wide range of requests from the afflicted.
- An accumulated record of the conversations that took place with the afflicted at the call center, etc. will be analyzed to improve compensation operations and revise compensation standards.
- The requests and questions received by the afflicted will be publicized on our home page under the heading “Permanent Compensation FAQ” and incorporated into our compensation operations and standards.
  - Prevent inconsistencies among the Staff in Charge
  - Payment of lodging fees for stays at friend’s or relative’s housing due to the evacuation
  - Uniform revision of standards
  - Flexible standard fiscal year applied to the industrial sector
- In response to requests from business entities and individual business owners, non-disclosure agreements can now be concluded at the compensation centers.
- For the purpose of properly responding to inquiries from business entities and individual business owners, a “Corporate Team” comprised of dedicated staff has been established at the call center.