(Translation)

September 16, 2020

To whom it may concern:

Company Name: East Japan Railway Company

Representative: Yuji Fukasawa

President and CEO

Securities Code: 9020

Tokyo Stock Exchange (First Section)

Contact Person: Dan Tsuchizawa

General Manager,

Public Relations Department

Tel: +81-3-5334-1300

Announcement Regarding Forecasts of Business Results and Dividend Payments

East Japan Railway Company (JR East) hereby announces the forecasts of business results and dividend payments for the year ending March 31, 2021 which had not been determined at the time of our announcement on July 30, 2020 of our financial results for the three-month period ended June 30, 2020.

DETAILS

1. Forecasts of Business Results

Forecasts of Consolidated Business Results for the Six-Month Period Ending September 30, 2020 (April 1, 2020—September 30, 2020)

| | Operating revenues | Operating income | Ordinary income | Profit attributable to owners of parent | Earnings per share—Basic |
|--|--------------------|------------------|-----------------|---|--------------------------|
| | Millions of yen | Millions of yen | Millions of yen | Millions of yen | Yen |
| Amount previously forecasted (A) | _ | _ | _ | _ | _ |
| Amount forecasted (B) | 783,000 | (326,000) | (353,000) | (282,000) | (747.53) |
| Increase/Decrease (B-A) | _ | _ | _ | _ | |
| Increase/Decrease Ratio (%) | _ | _ | _ | _ | |
| (Reference) Results for the first sixmonth period of the previous fiscal year (Sixmonth period ended September 30, 2019) | 1,518,893 | 296,568 | 271,962 | 188,534 | 497.67 |

Forecasts of Consolidated Business Results for Fiscal 2021 (April 1, 2020 – March 31, 2021)

| | Operating revenues | Operating income | Ordinary income | Profit attributable to owners of parent | Earnings per share—Basic |
|--|--------------------|------------------|-----------------|---|--------------------------|
| | Millions of yen | Millions of yen | Millions of yen | Millions of yen | Yen |
| Amount previously forecasted (A) | _ | - | _ | _ | _ |
| Amount forecasted (B) | 1,930,000 | (500,000) | (549,000) | (418,000) | (1,108.04) |
| Increase/Decrease (B-A) | _ | _ | _ | _ | |
| Increase/Decrease Ratio (%) | _ | _ | _ | _ | |
| (Reference) Results for the previous fiscal year (Year ended March 31, 2020) | 2,946,639 | 380,841 | 339,525 | 198,428 | 524.91 |

(Reason for the announcement)

Forecasts of consolidated business results for the year ending March 31, 2021 had not been determined because the outlook for JR East's revenue trends and other factors had become extremely uncertain as a result of COVID-19. However, as it has become possible for us to estimate the future revenue trends to a certain degree based on the results of transportation services during the summer and other factors, we hereby announce the above forecasts.

2. Dividend Forecasts

| | Dividends per share | | | | | | | Ratio of dividends |
|---------------------------|-----------------------|-----------------------|-----------------------|----------|--------|-----------------------------|----------------------------------|--|
| | 1st quarter end | 2nd quarter end | 3rd quarter end | Year end | Total | Total dividends (annual) | Dividend ratio (consolidated) | to shareholders' equity (consolidated) |
| | Yen | Yen | Yen | Yen | Yen | Millions of yen | % | % |
| Fiscal 2019 | _ | 75.00 | _ | 75.00 | 150.00 | 57,224 | 19.4 | 1.9 |
| Fiscal 2020 | _ | 82.50 | _ | 82.50 | 165.00 | 62,304 | 31.4 | 2.0 |
| (Forecast) Fiscal 2021 | _ | 50.00 | _ | 50.00 | 100.00 | | _ | |

(Reason for the announcement)

Dividend forecasts for the year ending March 31, 2021 had not been determined because the outlook for JR East's revenue trends and other factors had become extremely uncertain as a result of COVID-19. However, as we have made a determination of forecasts of consolidated business results for the year ending March 31, 2021, we hereby announce the above forecasts.

(Reference) Forecasts of Non-consolidated Business Results

Forecasts of Non-consolidated Business Results for the Six-Month Period Ending September 30, 2020 (April 1, 2020—September 30, 2020)

| | Operating revenues | Operating income | Ordinary income | Profit | Earnings per share—Basic |
|--|--------------------|------------------|-----------------|-----------------|--------------------------|
| | Millions of yen | Millions of yen | Millions of yen | Millions of yen | Yen |
| Amount previously forecasted (A) | _ | _ | _ | _ | _ |
| Amount forecasted (B) | 532,000 | (270,000) | (286,000) | (210,000) | (556.14) |
| Increase/Decrease (B-A) | _ | _ | _ | _ | |
| Increase/Decrease Ratio (%) | _ | _ | _ | _ | |
| (Reference) Results for the first sixmonth period of the previous fiscal year (Sixmonth period ended September 30, 2019) | 1,076,637 | 249,110 | 236,420 | 171,072 | 451.17 |

Forecasts of Non-consolidated Business Results for Fiscal 2021 (April 1, 2020 – March 31, 2021)

| | Operating revenues | Operating income | Ordinary income | Profit | Earnings per share—Basic |
|--|--------------------|------------------|-----------------|-----------------|--------------------------|
| | Millions of yen | Millions of yen | Millions of yen | Millions of yen | Yen |
| Amount previously forecasted (A) | _ | _ | _ | _ | _ |
| Amount forecasted (B) | 1,251,000 | (463,000) | (501,000) | (364,000) | (963.98) |
| Increase/Decrease (B-A) | _ | _ | _ | _ | |
| Increase/Decrease Ratio (%) | _ | _ | _ | _ | |
| (Reference) Results for the previous fiscal year (Year ended March 31, 2020) | 2,061,078 | 294,077 | 260,136 | 159,053 | 420.35 |

The forecasts of business results and other forward-looking statements in this document are based on information available as of the date of this document and on certain assumptions that JR East viewed as reasonable as of the date of this document. Actual results may differ from such forward-looking statements for a variety of reasons.

Reference Material

1. Forecasts of Non-consolidated Business Results for Fiscal Year ending March 31, 2021 (Fiscal 2021)

| | A -41 | E | | illions of yen) |
|--|---------------------------------------|-----------------------------------|-----------|------------------|
| | Actual Fiscal 2020 (April 1, | Forecast Fiscal 2021 (April 1, | ncrease/ | Decrease |
| | 2019—March 31, | 2020—March 31, | Amount | % |
| | 2020) | 2021) | B-A | $B/A \times 100$ |
| | A | В | | |
| Operating revenues ······ | ¥1,076.6 | ¥532.0 | | |
| | ¥2,061.0 | ¥1,251.0 | ¥ (810.0) | 60.7 |
| Passenger revenues · · · · · · · · · | 1,792.8 | 1,020.0 | (772.8) | 56.9 |
| Others | 268.2 | 231.0 | (37.2) | 86.1 |
| Operating expenses ····· | 1,767.0 | 1,714.0 | (53.0) | 97.0 |
| Personnel expenses ······ | 444.4 | 414.0 | (30.4) | 93.1 |
| Non-personnel expenses · · · · · · | 831.1 | 801.0 | (30.1) | 96.4 |
| Energy ····· | 64.5 | 60.0 | (4.5) | 92.9 |
| Maintenance····· | 302.1 | 297.0 | (5.1) | 98.3 |
| Other ····· | 464.4 | 444.0 | (20.4) | 95.6 |
| Usage fees to JRTT, etc. · · · · · · | 83.3 | 83.0 | (0.3) | 99.6 |
| Taxes ····· | 100.6 | 100.0 | (0.6) | 99.4 |
| Depreciation · · · · · · · · · · · · · · · · · · · | 307.4 | 316.0 | 8.5 | 102.8 |
| Operating income (loss) ······· | 249.1 | (270.0) | | |
| | 294.0 | (463.0) | (757.0) | _ |
| Non-operating income (loss) ··· | (33.9) | (38.0) | (4.0) | 112.0 |
| Ordinary income (loss) ······· | 236.4 | (286.0) | | |
| | 260.1 | (501.0) | (761.1) | _ |
| Extraordinary gains (losses) ··· | (42.7) | (26.0) | 16.7 | 60.9 |
| Income (Loss) before income | · · · · · · · · · · · · · · · · · · · | · , | | |
| taxes····· | 217.4 | (527.0) | (744.4) | _ |
| Income taxes····· | 58.3 | (163.0) | (221.3) | _ |
| Profit (Loss) ······ | ¥171.0 | ¥ (210.0) | , , , | |
| | ¥159.0 | ¥ (364.0) | ¥ (523.0) | _ |

(Note) Italicized figures are the actual/forecast amounts for the first six-month period of the relevant fiscal year.

2. Forecasts of Consolidated Business Results for Fiscal Year ending March 31, 2021 (Fiscal 2021)

| | | | (B | illions of yen) |
|---|---------------------|---------------------|-------------|------------------|
| | Actual | Forecast | Increase/D | ecrease |
| | Fiscal 2020 (April | Fiscal 2021 (April | | |
| | 1, 2019 – March 31, | 1, 2020 — March 31, | Amount | % |
| | 2020) | 2021) | B-A | $B/A \times 100$ |
| | A | В | | |
| Operating revenues ····· | ¥1,518.8 | ¥783.0 | | |
| | ¥2,946.6 | ¥1,930.0 | ¥ (1,016.6) | 65.5 |
| Transportation ····· | 1,994.5 | 1,170.0 | (824.5) | 58.7 |
| Retail & Services ····· | 502.0 | 375.0 | (127.0) | 74.7 |
| Real Estate & Hotels | 348.5 | 305.0 | (43.5) | 87.5 |
| Others | 101.5 | 80.0 | (21.5) | 78.8 |
| Operating income (loss) · · · · · · | 296.5 | (326.0) | | |
| | 380.8 | (500.0) | (880.8) | _ |
| Transportation · · · · · · · · · · · · · · · · · · · | 250.5 | (529.0) | (779.5) | _ |
| Retail & Services · · · · · · · · · · · · · · · · · · · | 34.3 | (4.0) | (38.3) | _ |
| Real Estate & Hotels | 74.6 | 24.0 | (50.6) | 32.2 |
| Others | 23.8 | 11.0 | (12.8) | 46.1 |
| Adjustment ····· | (2.6) | (2.0) | 0.6 | 76.9 |
| Ordinary income (loss) · · · · · · · | 271.9 | (353.0) | | |
| - | 339.5 | (549.0) | (888.5) | _ |
| Profit (Loss) attributable to | ¥188.5 | ¥ (282.0) | | |
| owners of parent····· | ¥198.4 | ¥ (418.0) | ¥ (616.4) | _ |

(Note) Italicized figures are the actual/forecast amounts for the first six-month period of the relevant fiscal year.

3. Consolidated Capital Expenditures for Fiscal Year ending March 31, 2021 (Fiscal 2021)

| | | D.I. | | (Billions of yen) |
|---|-----------------------|---------------------|----------|-------------------|
| | Actual Fiscal 2020 | Plan Fiscal 2021 | Amount | /Decrease % |
| | A | B | B-A | $B/A \times 100$ |
| Capital expenditures | | | | _ |
| Transportation Services ······ | ¥470.7 | ¥453.0 | ¥ (17.7) | 96.2 |
| Life-style Services, IT & Suica Services. | 269.8 | 258.0 | (11.8) | 95.6 |
| Total····· | ¥740.6 | ¥711.0 | ¥ (29.6) | 96.0 |

Note: In this document, amounts less than one million yen are omitted.