



August 29, 2025

(Translation)

To All Concerned Parties

Company name: West Japan Railway Company
Representative: President: Shoji Kurasaka
(Code number: 9021, Stock listings: Tokyo Stock Exchange Prime Market)
For further information, Shinkan Minagawa, General Manager,
please contact: Corporate Communications Division

Enhancement of Shareholder Benefit Program

(Presentation of Original Calendars to Shareholders)

and Partial Change in Handling of Shareholder Preferential Railway Discount Coupons, etc.

West Japan Railway Company offers a shareholder benefits program to assist with gaining a better understanding of our business. To further boost the appeal of investing in our company's stock and encourage many people to hold the stock over the long term, we are pleased to announce that we will establish a new program for presenting original calendars to our shareholders, and we will also make partial changes to the handling of shareholder preferential railway discount coupons with the aim of improving convenience.

Description

1. Presentation of Original Calendars to Shareholders (New)

We will send original desk calendars featuring photos of our Group's trains and facilities to eligible shareholders listed in the final shareholder register as of September 30 each year.

(1) Starting date

Presented to shareholders as of September 30, 2025 (planned to be sent in December 2025)

(2) Eligible shareholders

Shareholders who hold 20 units (2,000 shares) or more of our company's stock as of September 30, and have continuously held at least one unit (100 shares) for three years or more (*)

(*) "Held continuously for three years or more" means holding at least one unit (100 shares) on all record dates (March 31 and September 30 of each year) over the past three years, with the same shareholder number maintained throughout. For the calendar being presented in December 2025, this means holding one unit (100 shares) or more for seven consecutive record dates (after the end of September 2022), and under the same shareholder number.

2. Partial Change in Handling of Shareholder Preferential Railway Discount Coupons, etc.

(1) Details of changes

For tickets purchased with shareholder preferential railway discount coupons (hereinafter referred to as "discount coupons"), we do not process reissue or reuse (*1) of discount coupons when customers request a refund for customer's convenience. However, we will change our policy to allow the reuse of discount coupons only when tickets are purchased through the "e5489" JR-West online train reservation site and refunds are requested before the tickets are picked up (this applies only within the validity period stated on the discount coupon (*2)).

(*1) Reuse processing refers to the process of restoring discount coupons that were used for purchasing tickets back to conditions so they can be used again.

(*2) Discount coupons cannot be processed for reuse when refunding coupons after their expiration date (discount coupons cannot be reused). Also, discount coupons with new expiration dates such as discount coupons for the next fiscal year will not be reissued.

(2) Starting date

October 1, 2025 (this change will apply if you request a refund via e5489 on or after this date, even if you made a reservation or purchase on e5489 before this date)

(3) Other

- Even if you purchase via e5489 and request a refund before receiving the ticket, refund fee will be charged.
- In the event of requesting a refund for all tickets due to suspended train services, etc, the discount coupons used at the time of purchase will be processed for reuse (or reissued), regardless of the above handling (as was done previously).
- This change in handling will also apply to preferential railway discount coupons distributed to those purchasing corporate bonds for individuals and preferential railway discount coupons distributed to Wesmo! Merchants as membership benefits.

<Reference> Handling of reuse process of discount coupons associated with refunds

[Current]

Purchase Method		Refunds due to customer's convenience	Refunds Due to Suspended Train Services, etc.
Reservation/purchase through the "e5489" JR-West online train reservation site	Before picking up tickets	We do not process reuse or reissue of discount coupons. (Discount coupons cannot be reused)	We offer processing for reuse or reissue of discount coupons. (Discount coupon can be reused)
	After picking up tickets		
Purchased at "green" ticket vending machines, "green" ticket vending machines plus or JR Ticket Offices			

[After change]

Purchase Method		Refunds due to customer's convenience	Refunds Due to Suspended Train Services, etc.
Reservation/purchase through the "e5489" JR-West online train reservation site	Before picking up tickets	We offer processing for reuse of discount coupons, if they are still valid. (*3) (Discount coupon can be reused)	We offer processing for reuse or reissue of discount coupons. (Discount coupon can be reused)
	After picking up tickets	We do not process reuse or reissue of discount coupons. (Discount coupons cannot be reused)	
Purchased at "green" ticket vending machines, "green" ticket vending machines plus or JR Ticket Offices			

(*3) In cases subject to this change in handling, only the reuse of discount coupons will be processed. Note that discount coupons cannot be reissued, including cases such as losing the discount coupons after making a reservation through e5489.

For details on how to use other types of discount coupons, please check our website.

- West Japan Railway Company "Shareholder Benefits"
<https://www.westjr.co.jp/company/ir/stock/shareholder/>

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