

October 28, 2019

East Japan Railway Company

Summary of Telephone Interviews about Financial Results  
in the Second Quarter of Fiscal 2020

[Typhoon No. 19 (Hagibis)]

Q. What was the effect on passenger revenues?

A. We estimate that there was an approximately ¥12 billion decrease in passenger revenues in October due to an approximately ¥7 billion decrease in passenger revenues as a result of a plan-based suspension of operations on respective line segments from October 12 to 14 and an approximately ¥5 billion decrease in passenger revenues during October as a result of such factors as the suspension of the operations of the Hokuriku Shinkansen and the limited express services of the Chuo Line and the effect on the Tohoku Shinkansen.

Q. What is the forecast with respect to expenses?

A. The amount arising from the effects of flooding, the destruction of bridges caused by swollen rivers, flows of sediment into railway track equipment and facilities, and so on is currently being calculated. Regarding the expenses related to repairs and the treatment of Hokuriku Shinkansen railcars going forward, we are still at the stage of surveying the damage. At the present juncture, we are unable to give definite details on the amount arising from the effects.

Q. What is the outlook for the Hokuriku Shinkansen timetable going forward?

A. The Hokuriku Shinkansen timetable is only a provisional thing. Going forward, we will continue adjusting the number of railcars that can be introduced and operations and work to get as close as possible to normal operations. We believe that transportation capacity will also improve.

[Operating Expenses]

Q. What will be the effect on operating expenses of granting JRE POINT awards for the use of *Suica* to avail of railway services?

A. While examining usage results and so on going forward, we intend to incorporate this into business results.

Q. How is the recognition of expenses for the ALFA-X next-generation Shinkansen progressing?

A. We expected to recognize a certain amount of test expenses in the first half, but we now expect that recognition will be in the second half. The tests themselves are progressing favorably, and we plan recognition within the fiscal year in accordance with plans for the full fiscal year.