

## SALES AND SOLICITATIONS TO CUSTOMERS

We strive to see things from the customer's perspective to ensure satisfaction.

### ◆When selling insurance and other financial products

- We will strive to explain and provide products that match the customer's intentions and circumstances, taking into account the customer's knowledge of the product, purchase experience, purchase objectives, financial situation, and other necessary matters that are specific to the product.
- In particular, we will endeavor to provide appropriate explanations of the nature of the risks involved in investment products that carry market risk.
- We will not solicit customers at times, in places or by methods that cause them inconvenience.
- We will endeavor to ensure that customers correctly understand the important points about products. We will also endeavor to provide appropriate explanations according to the sales format.

### ◆In dealing with various matters

- We will strive to respond quickly, appropriately, and politely to customer enquiries.
- We will strive to respond quickly, appropriately, and politely to procedures, such as insurance claims.
- We will make use of customer opinions and requests in our sales activities.

We comply with all applicable laws and regulations, and strive to sell insurance and other financial products appropriately.

- We will comply with the Insurance Business Act, the Act on the Provision of Financial Services and the Improvement of the Environment for Utilization, the Consumer Contract Act, the Financial Instruments and Exchange Act, the Act on the Protection of Personal Information, and other related laws and regulations.
- We will work to improve our administrative management system and provide training for those involved in sales in order to ensure appropriate sales activities.
- We will respect the privacy of our customers and handle information about them appropriately and manage it strictly.
- We will strive to ensure that insurance policies for minors, especially those under 15 years of age, are properly solicited from the perspective of preventing the fraudulent acquisition of insurance benefits.

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The above policy is our 'Solicitation Policy' based on the 'Financial Services and Improvement of the Utilization Environment Act' (Act No. 101 of 2000).

### <Agency name, contact for various consultations and enquiries>

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