

Third Declaration

We will clearly explain anything customers wish to know, or which are important, regarding the contents of the products, services, and policies we offer.

Enriching the Information We Supply to Customers

Portable Personal Computer “eNavit”

Our eNavit personal portable computers are outfitted with presentation functions for conveying information visually and clearly to customers, and data transmission functions for answering inquiries from customers promptly.

The new DL Pad mobile computer will be deployed starting in August 2012, enhancing customer consulting and service provision (2).

Offering Insurance Premium Simulations via Our Website

On our website, customers can easily perform simulations to determine insurance premiums for our new “Medical Yell” product.

In addition to being able to confirm its features and insurance contents, customers can select “Insurance Type” and “Hospital Expense Benefit Day Limitations Type” by sex and age, and confirm what the monthly insurance premiums would be for representative

ages for 10,000 yen per day in hospital expense benefits (3).

“With Partner” Policyholder Service

We offer our “With Partner” service to our policyholders* and their family members. They can use the With Points they accumulate based on the insurance premiums they have paid, and the number of years they have been insured, on health related services, prize drawings and special offer services, and services for celebrating the life events of family members.

“Total Life Plan My Page” Dedicated Policyholder Internet Service

This website for policyholders allows them to confirm their policy contents, carry out insurance procedures, and use With Partner services over the Internet, all from a single screen. The site is accessible from the “Total Life Plan Support CD” that accompanies the “Contract Guide—Policy Conditions,” or from the official website (4).

* This service cannot be used by corporate customers or policyholders with only financial insurance.

2 Mobile Computer (DL Pad)



3 Simulation Screen



4 “Total Life Plan My Page” Screen



VOICES

Always Looking at Things from the Customer's Perspective, and Taking a Customer-First Approach

Recently, I visited a customer that I've worked with since I was new to the company, regarding some hospital expense benefits procedures. I knew all about the customer's insurance status and conditions, so I was able to not only take care of the procedures, but to give the customer detailed explanations regarding other procedures as well. The customer was very pleased with the level of service. I always try to look at things from

the customer's perspective, and gain a full understanding of the living environments of each customer, as well as all of their insurance policies. I will continue to value the bonds I form with customers through the course of my work, staying healthy mentally and physically, so I can always serve my customers with a smile.

Etsuko Tanba
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