



Press Release

August 17, 2016

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Response in respect of our customers with a Premium Service Contract

In response to feedback from customer's regarding our Premium Service Contract, PC Depot Corporation ("PC Depot") has conducted detailed checking of the contract details. As a result we have found that service provision that did not match the usage needs of our customers has occurred and we are implementing the response detailed below to correct the situation.

1. Response to be taken

- 1) In respect of customers who have contracted for Premium Service or related services that do not meet their usage needs the service contents will be adjusted or the contract annulled at no cost^{*1}
- 2) In cases where a customer of 70 years of age or older signs a new contract we will in principle receive confirmation of the contract from the family of the contracting customer or third party and within a three month period following signing of the contract the contract may be annulled at no cost^{*1}. In addition, in cases where a customer of 75 years of age or older signs a new contract, within a one month period following signing of the contract changes of the service content or annulment of the contract will be offered at t no cost^{*1}.
- 3) In respect of contracted customers of 75 years of age or older the service contents will be adjusted or the contract annulled at no cost^{*1} irrespective of contracted period.
- 3) In order to fully and actively pursue the above, a project team of approximately 300 that reports directly to the President of PC Depot will be formed to strengthen education, business management and administrative control.
- 5) In order to push forward and strengthen our support for our customers' security and safety as our number one priority we aim to provide an easy-to-understand response to our customers.

Note:*1 Customers are requested to return the products that have been provided to them under contract.

2. Outlook

The expected effects of this matter on PC Depot's consolidated business results forecast for the fiscal year ending March 2017 will be disclosed at a later date.

ENDS