

Notice of customer inquiry contact and business hours change

April 16, 2018

Thank you for always using Seven Bank.

Starting May 21st, 2018(Monday), we will be expanding the range of customer reception of Customer Center for International Money Transfers to "general Seven Bank account inquires."

In accordance with changing the name of the center to "Customer Center", we will change the reception hours and business days of the customer inquiry contact as described below.

We apologize for your inconvenience, but we appreciate your understanding on the change.

■ Date of change: May 21st, 2018 (Monday)

■ Contents of change:

	Before Change	After Change (Underlined parts show change)
Japanese	Telephone Center Tel : 0088-21-1189 Business Hours : 8 : 00~21 : 00 (every day) Customer Center for International Money Transfers Tel : 0120-000-277 Business Hours : Sundays thru Fridays 10 : 00~20 : 00 (Except Public Holidays, and 12/31~1/3)	Telephone Center Tel : 0088-21-1189 Business Hours : 8 : 00~21 : 00 (every day)
English	Telephone Center Tel : 0120-937-711 Business Hours : 8 : 00~21 : 00 (every day) Customer Center for International Money Transfers Tel : 0120-033-253 Business Hours : Sundays thru Fridays 10 : 00~20 : 00 (Except Public Holidays, and 12/31~1/3)	<u>Customer Center</u> Tel : 0120-937-711 Business Hours : <u>Mondays thru Fridays 10 : 00~20 : 00</u> <u>Saturdays, Sundays and Public Holidays</u> <u>10 : 00~17 : 00 (Except 1/1~1/3)</u>
Tagalog	Customer Center for International Money Transfers Tel : 0120-677-874 Business Hours : Sundays thru Fridays 10 : 00~20 : 00 (Except Public Holidays, and 12/31~1/3)	<u>Customer Center</u> Tel : 0120-677-874 Business Hours : <u>Mondays thru Fridays 10 : 00~20 : 00</u> <u>Saturdays, Sundays and Public Holidays</u> <u>10 : 00~17 : 00 (Except 1/1~1/3)</u>
Portuguese Spanish Chinese Thai Vietnamese Indonesian	Customer Center for International Money Transfers Tel : 0120-677-871 (Portuguese) 0120-677-872 (Spanish) 0120-677-873 (Chinese) 0120-720-367 (Thai) 0120-750-858 (Vietnamese) 0120-827-808 (Indonesian) ※1 Business Hours : Sundays thru Fridays 10 : 00~20 : 00 (Except Public Holidays, and 12/31~1/3)	<u>Customer Center</u> Tel : 0120-677-871 (Portuguese) 0120-677-872 (Spanish) 0120-677-873 (Chinese) 0120-720-367 (Thai) 0120-750-858 (Vietnamese) 0120-827-808 (Indonesian) ※1 Business Hours : <u>Mondays thru Fridays 10 : 00~20 : 00</u> <u>Sundays 10 : 00~17 : 00</u> (Except Public Holidays, and 1/1~1/3)

We accept suspension of account due to reasons such as lost cards 24 hours a day, 365 days a year in both Japanese and English.

※1 Contacts in Indonesian is available from 10:00 to 20:00 Mondays thru Thursdays. Fridays and Sundays are closed.