May 1, 2020

Notification on Business Operations in Response to the State of Emergency regarding COVID-19

Since extension of the state of emergency regarding COVID-19 is expected, ACOM CO., LTD. announces to continue reductions in business days/hours which started from April 13th as a measure to prevent spread of COVID-19 as follows.

We humbly ask customers for their understanding. We apologize for inconveniences caused by these measures.

1. Period where Business Days/Hours Reductions
   From April 13 until further notice

2. Services where Business Days/Hours Continuing Reductions
   We will continue services with the minimum number of operators. Please note that it may require additional time to provide services via internet and/or automatic contract machines. Please also note that it may require additional time for calls to be connected to our call center.

	Usual	For the time being
Services provided at automatic contract machines *1	Business days: weekdays, Saturdays, Sundays and holidays Business hours: 9:00 a.m. – 9:00 p.m.	Business days: weekdays, Saturdays, Sundays and holidays Business hours: 10:00 a.m. – 7:00 p.m.
Inquiries, services and consultations on repayment provided over phone *2	Business days: weekdays, Saturdays, Sundays and holidays Business hours: 9:00 a.m. – 6:00 p.m.	Business days: weekdays *3 Business hours: 9:00 a.m. – 6:00 p.m.
Online contract procedures *4	Business days: weekdays, Saturdays, Sundays and holidays Business hours: 8:00 a.m. – 10:00 p.m.	Business days: weekdays, Saturdays, Sundays and holidays Business hours: 8:00 a.m. – 7:00 p.m.

*1. All ATMs are available as usual.
*2. We have a contact point on borrowings/repayments for customers affected by COVID-19.
*3. These services will be available on May 4, May 5 and May 6.
*4. Chat service is suspended, but customer services provided on ACOM website is available as usual.

<Reference>
Nishi-shinjuku Branch, Kawasaki-ekimae Branch, Umeda Branch and Tennoji Branch have suspended services from April 7.

ACOM will continue to do everything in its power to prevent spread of infections and secure safety of customers and employees.

ACOM CO., LTD.
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