Note: This document has been translated from the Japanese original for reference purposes only. In the event of any discrepancy between this translated document and the Japanese original, the original shall prevail.

February 7, 2025

To whom it may concern

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Frequently Asked Questions and Answers (February 2025)

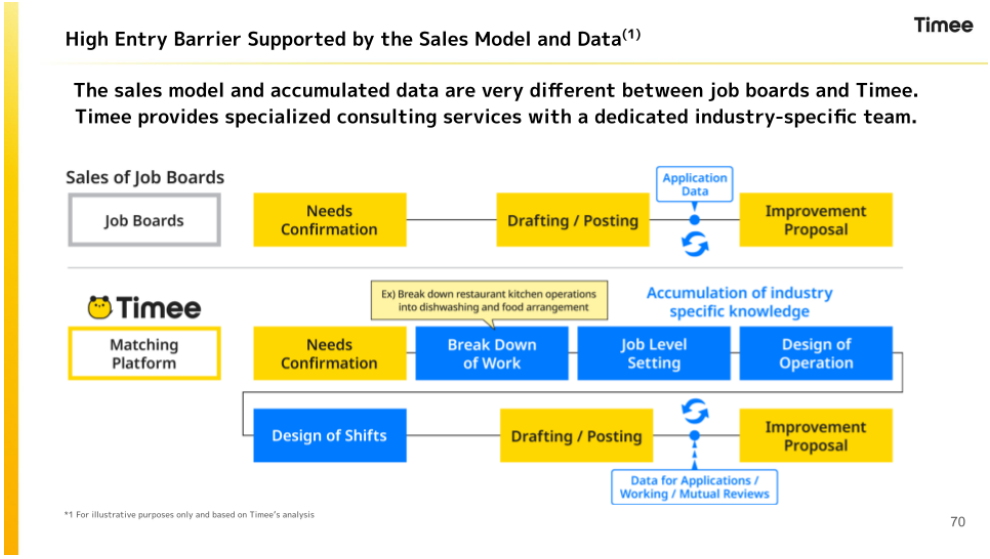
Thank you for your continued interest in our company. We would like to disclose the main questions we received from investors recently and the answers to them as follows.

This disclosure is made for the purpose of enhancing information dissemination to investors and for fair disclosure. Although there may be some discrepancies in the content of responses due to time differences, the most recent responses are presented as Timee's most current policy.

Q1. What is the reason for having many sales staff ?

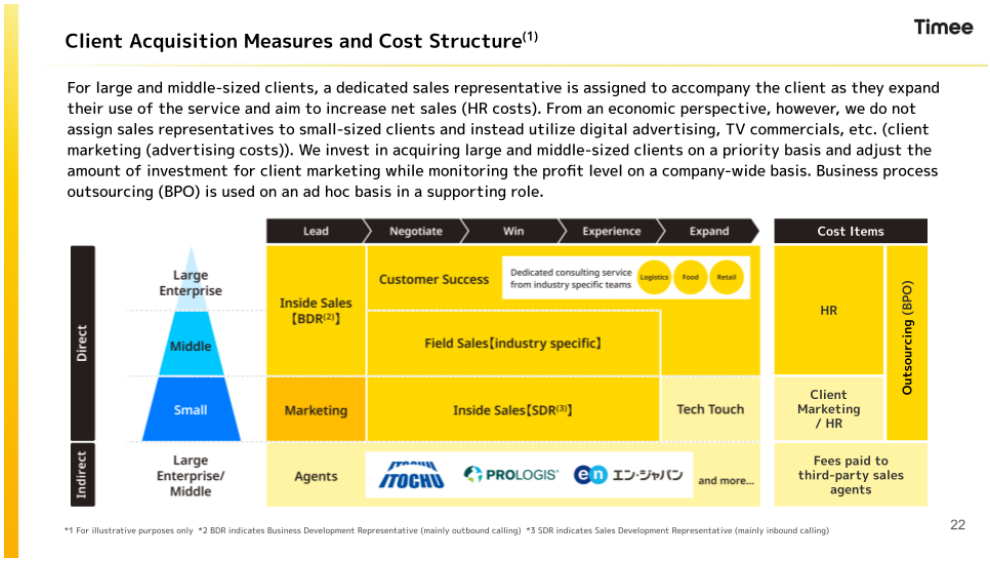
As of October 2024, around 60% of approximately 1,000 full-time employees are sales staff, mainly for customer success. The know-how required for sales on job boards is very different from the one on on-demand job platforms, and customer success unique to on-demand job platforms is important. For this reason, our sales staff visits client sites, understands the business process, and proposes the extraction of work that can be handled by Timee workers, and this BPR (Business Process Reengineering) know-how and industry-specific knowledge is also a competitive advantage for us.

Presentation for FY2024.10 Full Year Financial Results P70

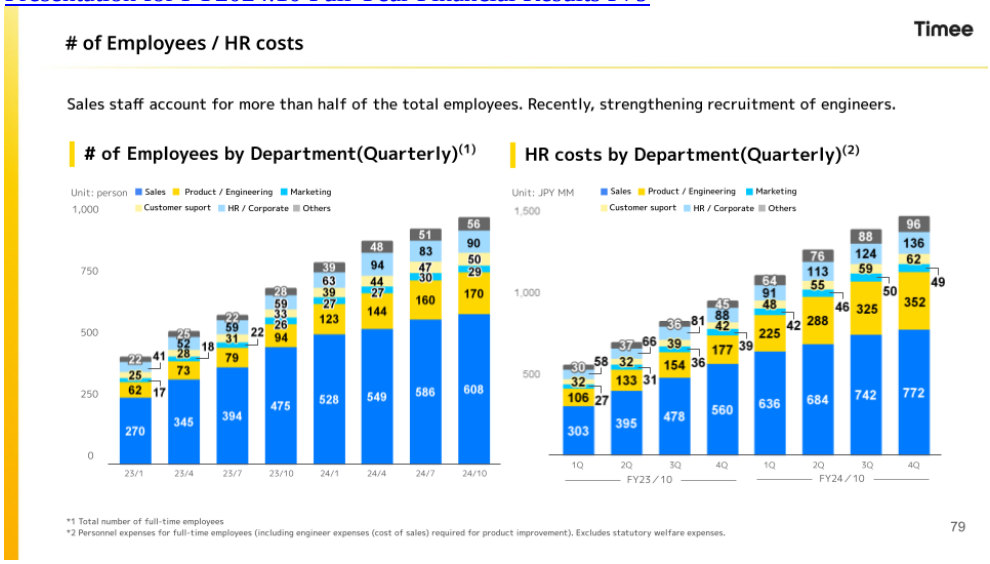


Sales staff is assigned to large and medium-sized clients, and aims to increase the number of active client accounts efficiently through horizontal expansion within the same company, with the expectation of a decrease in the ratio of HR costs to net sales in the future.

Presentation for FY2024.10 Full Year Financial Results P22



Presentation for FY2024.10 Full Year Financial Results P79



Q2. From a productivity perspective, why don't you focus only on industries with high transaction volume per AA, such as the logistics industry?

By developing clients in a wide range of industries, we will be able to offer workers the opportunity to apply for a wide variety of jobs, not just the same type of jobs. We believe that this will increase the attractiveness of our platform and lead to greater worker engagement.

Our mission is “Building infrastructure for expanding life’s possibilities through work”. We aim to help expand life's possibilities for workers by providing opportunities to work in a wide range of industries.

Q3. Is there any change in the competitive environment?

In addition to the FAQ disclosed on January 10, 2025, we understand that Mercari announced on January 31, 2025, that the free period for the service usage fee and transfer fee for Mercari Hallo would be ending.

【Frequently Asked Questions and Answers (Past FAQs)】

Please refer to the following website.

https://timee.notion.site/ir-faq-en