

December 14, 2015

Sompo Japan Nipponkoa Insurance Inc.

## **Sompo Japan Nipponkoa Insurance Inc., launched translation service for drivers to report accidents by phone at its initial contact call center**

On November 5, 2015, Sompo Japan Nipponkoa Insurance Inc., (President: Masaya Futamiya) (, hereinafter the “Company”) began to provide the interpretation service responding to accident reports and initial contact\* in five languages at its accident report and initial contact call center, which operates 24/7, to enhance its quality of service of automobile insurance for non-Japanese speakers.

\*Services responding to initial contact:

The services include receiving accident reports, checking coverage of the policy, providing advice for the settlement of accidents, arranging substitute vehicles and communicating with hospitals and counterparties. The Company aims to proactively propose the service for the accident to draw out and deal with the requirements of the insured.

### **1. Background of the launch of the service**

The number of foreign travelers who visited Japan in 2014 was about 13.4 million, which was the highest number ever. The Japanese government aims to raise this number to 20 million a year by 2020, the year in which the Olympics and the Paralympics will be held in Tokyo.

The Company anticipates the increase in foreign travelers will result in an increase in traffic accidents in which non-Japanese speakers become assailants or victims in the accidents, thus the number of cases which will have to be dealt with in a language other than Japanese increases.

The Company has been proactively providing services responding to initial contact not only for weekdays but also during the night, weekends and holidays when people often have to depend on the phone. Under these circumstances, the Company started an interpretation service in five languages using a three-party telephone conversation system. The Company believes that strengthening the services provided in non-Japanese languages on the phone will lead to rapid settlement of accidents and further raise its customer satisfaction.

### **2. Outline of the service**

#### (1) Available languages

Five languages: English, Chinese, Korean, Spanish and Portuguese.

#### (2) Telephone conversation method

A three-party telephone conversation system of the Company call center will be used, in collaboration with NTT Marketing Act, which operates special interpretation call centers. Insureds who are unable to speak Japanese can receive services responding to accident reports and initial contact on the phone without trouble, because the telephone conversation is simultaneously carried out between the insured, the interpreter and one of the Company’s call center staff.

[Outline of NTT Marketing Act]

Company name	NTT Marketing Act
Establishment	December, 2002

Location	2-2-5 Uchihommachi, Chuo-ku, Osaka City, Osaka-fu
Business outline	NTT Marketing Act employs contact center professionals and operates a 116 call center, an agency consultation center, a 104 call center and similar in the western Japan area. Also NTT Marketing Act operates contact centers for companies.

### **3. Future vision**

By utilizing the service, the Company will continue to help the insureds and non-Japanese travelers feel free from anxiety, and for their safety.