

GTN Assistants Terms of Use (hereinafter referred to as these “Terms”) specify the terms of the use of the life support service “GTN Assistants” and services related thereto provided by Global Trust Networks Co., Ltd. (hereinafter referred to as the “Company”). (These services are referred to as the “Services” hereinafter.) In the Services, Users can use the services provided by the Company by downloading the dedicated application GTN app (hereinafter referred to as the “App”). For the purpose of these Terms, a “User” means a user of the Services, and a User is considered to have checked and agreed to these Terms as well as the Provisions for Collection, Use and Provision of Personal Information and the Application Policy of the Company from the time when he/she uses the Services.

#### Article 1 (Scope of Application of and Procedure for Amending these Terms)

1. These Terms apply to all matters concerning the use of the Services operated by the Company and services related thereto.
2. In a case falling under either of the following items, the Company may amend any of these Terms and may make provisions which constitute part of these Terms (hereinafter referred to as "Amendment to these Terms") without obtaining Users' consent:
  - (1) when Amendment to these Terms suits Users' general interests; and
  - (2) when Amendment to these Terms does not run counter to the purpose of the agreement and is reasonable in light of the necessity of the amendment, the appropriateness of the amended provisions and other situation relating to the amendment.
3. In amending these Terms pursuant to the preceding paragraph, the Company shall announce any Amendment to these Terms, the provisions of the amended terms of use, and the effective time of the amendment by the method of posting them on the Services at least thirty (30) days before the effective date of the amended terms of use.

#### Article 2 (System Requirements)

Downloading the App and using the Site or the services, contents and resources of third parties through the Services require a connection to the internet. Communication fees shall be borne by a User in such cases.

#### Article 3 (Use of the Services)

1. The Services may be used according to the GTN Assistants Specifications (hereinafter referred to as "Specifications"). A minor shall be considered to have represented and warranted that he/she has gained permission to use the Services from his/her custodian or statutory agent.
2. A User shall become entitled to use the Services as a Member by creating an account and registering himself/herself as a Member. Members of the Services include members who use the Services within the scope that can be used free of charge (hereinafter referred to as “Free Members”) and paying members (hereinafter referred to as “Paying Members”). Available services and contents vary depending on the type of member (Free Members and Paying Members are collectively referred to as “Members” hereinafter).
3. The Services shall be used by an individual. Using them and creating an account as a corporation require a separate application to and acceptance by the Company.
4. In registering as a Member, the User shall observe the following matters:
  - (1) a User may not provide false personal information and may not create another person's account without gaining permission;
  - (2) a User may not create several accounts for individual use;

- (3) if an account is suspended by the Company, the User concerned may not create a new account without the permission of the Company;
  - (4) a User shall keep his/her account contact information in a state where he/she can receive emails from the Company;
  - (5) a User shall not share his/her password, shall not permit any other person to access his/her account and shall not commit other acts which are liable to threaten his/her account's security;
  - (6) a User may not transfer his/her account to another person; and
  - (7) a User shall maintain a password of his/her account carefully on his/her own responsibility and shall keep it secret. If a User finds evidence that his/her account has been used by a person without authority, the User shall immediately notify the Company of it.
5. Even if the account of a Member is used by a third party, the Company may deem it as use by the Member.
  6. The Services may be subject to change in their details, addition or suspension of their functions or restrictions on their use without advance notice. The Company shall assume no liability whatsoever for any loss or damage arising to any User in connection therewith.
  7. In using the App, a User accepts that upgrades, updates or additional function downloads will be carried out to improve or enhance the software.
  8. A User shall use the Services after he/she agrees that there are possibilities that advertisements may be included in the information which he/she receives from the Services and that notices, advertisements, and the like from the Company may be sent to the email address registered by him/her.

#### Article 4 (Charges for Paying Members and Payment Method)

1. A Paying Member shall pay charges by the method designated by the Company from the methods set forth in the following items. Moreover, charges shall be according to the GTN Assistants List of Charges that is separately specified by the Company.
  - (1) Settlement means by credit card
  - (2) Settlement means specified by GTN Mobile operated by the Company
  - (3) Other settlement means specified by the Company
2. Charges shall be subject to revision. A procedure for revising charges by the Company shall be by the method referred to in Article 1, paragraph 3. If a Paying Member continues to use the Service after a revision of charges becomes effective, the Paying Member shall be considered to have agreed to the revised charges. If a Paying Member does not agree to the revision of charges, the Paying Member may refuse the revision of charges by terminating the agreement in accordance with the following Article before the revision of charges becomes effective.
3. If a User fails to pay charges, the Company may suspend the provision of the Services to the User.

#### Article 5 (Period of Use by Paying Members and Renewal of Registration)

1. The period of using the Services by a Paying Member shall be by the month (the calendar month).
2. A Paying Member may cancel his/her paying membership registration, by expressing his/her intention to cancel the paying membership in the manner specified by the Company, at the time when the expression of the intention reaches the Company. Unless the paying membership registration is cancelled, the period of paying membership shall be automatically renewed on a monthly basis. Unless otherwise specified, no procedure for cancellation shall be permitted by email, phone, letter, personal visit, or the like from a Paying Member or third party.
3. When a period of use is less than one month or when the date of cancellation under the preceding

paragraph is in the middle of a month, the period of use in the month of cancellation shall be deemed one month, and a charge for one month shall be paid in the month of cancellation.

4. If a Paying Member cancels his/her paying membership registration, the Paying Member shall be registered as a Free Member.

#### Article 6 (Paying Members' Obligation to Report)

If contact information or the like notified by a Paying Member to the Company has been changed, the Paying Member shall promptly report it to the Company. If the Company is not made aware of that change, the Paying Member may not receive the Services.

#### Article 7 (Alteration to, Suspension and Discontinuance of the App and the Services)

The Company may alter, suspend or discontinue the App and the Services and may delete contents and the like, without a prior notice to Users.

#### Article 8 (Matters Other than the Services)

1. Regarding any matters restricted pursuant to laws and regulations, such as health consultations, tax consultations and consultations about legal disputes, as well as matters and scopes which the Company finds inappropriate, the Company may inform a User that it is outside services and may end the response. The User shall not raise an objection to such a decision.
2. When the medical interpretation service is provided, the details of the service shall be limited to the matters set forth in the following items, and interpretation shall not be provided in connection with any trouble between a User and a medical institute, a complaint, negotiations over fees, or the like:
  - (1) introduction of hospitals capable of responding in foreign languages and assistance in making an appointment;
  - (2) interpretation at the time of reception;
  - (3) interpretation at the time of oral questions by a doctor; and
  - (4) interpretation at the time of settlement.
3. A User may connect to any website operated by a company other than the Company outside the Services through a link in the App.

#### Article 9 (Copyrights)

1. All intellectual property rights related to the Services, such as copyrights and trademark rights thereto, and all other property rights related thereto belong to the Company.
2. All intellectual property rights and property rights related to contents, such as copyrights and trademark rights thereto, belong to the Company or information suppliers which have legal rights.

#### Article 10 (Prohibited Matters)

A User shall not commit any of the following prohibited acts. If the Company finds that a User has committed a prohibited act, the Company may immediately stop the provision of the Services and may take post-measures, such as the termination of agreement or a claim for damages:

- (1) an act against these Terms;
- (2) an act which is against or liable to be against laws and regulations or public order and morals;
- (3) an act which makes or is liable to make an unreasonable demand or is liable to demand an explanation unreasonably;

- (4) an act of making a prank or nuisance phone call or a phone call which causes discomfort;
- (5) an act which infringes or is liable to infringe a right of the Company or a third party;
- (6) an act which infringes or is liable to infringe the property of the Company or a third party;
- (7) an act of causing an economic loss to the Company or a third party;
- (8) an intimidating act against the Company or a third party;
- (9) an act of defaming, unjustly discriminating against or abusing or slandering the Company or a third party;
- (10) an act of obstructing or hindering the operation or provision of the Services;
- (11) an act of permitting a third party to use the Services without the Company's consent;
- (12) an act of using the Services by pretending to be a third party;
- (13) an act of using the App or contents by reproducing, publishing, making public, transferring, transmitting to the public or altering them or using them in other modes beyond the scope of private use allowed by the Copyright Act;
- (14) an act of registering an account in or accessing the Services by using automated means (e.g. information-gathering bots, robots, web crawlers, and scrapers);
- (15) an act of illegally accessing telecommunications facilities, computers or other machines or software of the Company or an act which hinders or is liable to hinder the use or operation thereof;
- (16) an act of using a computer virus or harmful program or of causing that use;
- (17) an act of seeking another user's login information to access another person's account;
- (18) an act of reproducing or using contents without permission; and
- (19) in addition to the acts referred to in the preceding items, any acts which the Company finds inappropriate.

#### Article 11 (Protection of Personal Information)

1. Personal information shall be handled in accordance with the Personal Information Protection Policy established by the Company (hereinafter referred to as "Company Policy on Personal Information Protection").
2. A User shall check the Company Policy on Personal Information Protection and shall agree to the provision of user information to third parties as mentioned in that Policy.

#### Article 12 (Exempted Matters)

1. The Company gives to Users no warranty on all operations of the Services.
2. The Company does not warrant the completeness, truth, accuracy, legality or the like of information provided through the Services.
3. The Company does not warrant that the Services and contents do not infringe the intellectual property rights or other rights of a third party.
4. Even if a User suffers a loss owing to the use of the Services, alteration to or suspension or discontinuance of the Services, or a measure under these Terms, such as restriction or suspension of use or the termination of the agreement, the Company shall assume no liability whatsoever for that loss.
5. A User shall in advance understand that there is a case where the User may become unable to use the

whole or any part of the Services owing to alteration to the details or operation of the external services of the Company's business partner (hereinafter referred to as "External Services") or owing to the fact that Members become unable to use the whole or any part of the External Services.

The Company shall assume no liability whatsoever for a loss caused to a Member in relation to External Services.

6. The Company shall assume no responsibility whatsoever for any medical error, medical malpractice or minor incident which arises in providing a medical interpretation service in the Services, for whatever reason.
7. The provisions of paragraph 4 through the preceding paragraph of this Article and other provisions that state the Company's liability for damages shall be entirely exempted do not apply to the case where a User falls within a consumer specified in the Consumer Contract Act or where the Company causes a loss through intention or gross negligence on its part.
8. If the Company assumes liability to compensate for a loss which a User has suffered in connection with the Services, the amount of damages for which the Company assumes liability shall not exceed a sum paid by the User to the Company for the past one month, provided that this does not apply in the case where the User has suffered the loss due to intention or gross negligence on the part of the Company.
9. The Company shall assume no liability for any loss or damage caused by a natural disaster or other force majeure (including, without limitation, line congestion, line failure, and server-down issue).

#### Article 13 (Links with External Services)

1. Only if a User gives his/her permission for the Company's accessing data after checking of the permission when he/she has been asked for the permission at the time of logging in an External Service by using the function of link with the External Service may the User use that function of link.
2. With respect to the use of all External Services, including the registration and use of the user ID of an External Service, a User shall comply with the provisions of terms and conditions set by the operators of the External Services.
3. When a User uses an External Service, the User shall use that External Service on his/her own responsibility. The Company shall not assume any liability for a loss caused through the use of the External Service or any responsibility for trouble with the operator, user or the like of the External Service and all other matters connected with the External Service.

#### Article 14 (Procedure for Withdrawal by Members)

1. If a Member wishes to withdraw from the Services, the Member shall go through the procedure for withdrawal that is prescribed by the Company.
2. Even if a Member completes the procedure for withdrawal or if an agreement between the Company and a Member under these Terms terminates, Article 9 and Articles 17 and 18 shall still remain in force.

#### Article 15 (Termination by the Company)

If the Company finds that a User falls under any of the following items, the Company may restrict the use of his/her account or may delete the account and may suspend access to the Services permanently or temporarily without prior notice or demand or the like. Moreover, the Company shall assume no liability whatsoever to compensate for loss and shall not be precluded from claiming damages against a party to the agreement.

- (1) When the Company finds that a User falls under any of the following items:
  - (i) if the User breaches these Terms;

- (ii) if the User dies or if a ruling for commencement of guardianship or commencement of assistance is made to the User;
  - (iii) if the User has had the use of the Services suspended or his/her membership registration cancelled in the past; or
  - (iv) if it turns out that the User is an organized crime group, member or associate member of an organized crime group, corporate racketeer, group engaging in criminal activities under the pretext of conducting a social movement, special crime group committing intellectual crimes or other antisocial force equivalent thereto (hereinafter referred to as "Antisocial Force etc.") or if the User has any connection or is concerned with an Antisocial Force etc. in such a way as cooperating or being involved in maintaining, operating or managing the Antisocial Force etc. through fund provision or other acts.
- (2) If it turns out that the User has informed the Company of false information and that the Company has accepted his/her application based on that information
  - (3) If the User uses or is suspected of using the Services for a criminal act
  - (4) If the User is intimidating in word and deed or uses violence for himself/herself or by using a third party or if the User defames the Company or obstructs the Company's business by circulating a false rumor, using fraudulent means or exercising his/her power
  - (5) If the User causes a great burden and a hindrance to ordinary response and the operation of the Services through violent language, an extremely unreasonable demand, harassment, an abusive slander, unilateral complaint, or unilateral request to respond at a designated time on a phone call in the Services
  - (6) If the User has not paid charges for the Services for two consecutive months
  - (7) In addition to what is specified in the preceding items, if it becomes inappropriate for a User to use the Services owing to unavoidable circumstances.

#### Article 16 (Amendment to these Terms)

- 1. The Company may amend these Terms by the method of setting the effective date of these Terms as amended after a reasonable period of time as well as widely publicizing any Amendment to these Terms and the provisions of these Terms as amended, and their effective date by posting them in advance on the App or notifying Members of them by email or other means which the Company finds appropriate.
- 2. The Company shall make public these Terms as amended on the App. When a User uses the Services or when the reasonable period prescribed by the Company as specified in the preceding paragraph elapses, the User shall be considered to have agreed to these Terms as amended.

#### Article 17 (Governing Law)

These Terms shall be governed by and interpreted in accordance with the laws of Japan.

#### Article 18 (Agreed Jurisdiction)

Regarding any dispute in relation to these Terms, the court of first instance and agreed exclusive jurisdiction shall be the Tokyo District Court or Tokyo Summary Court, depending on the amount in controversy.

End

## GTN Assistants Service Specifications (as of June 17, 2021)

### Chapter 1 Life Support Services

#### Article 1 (Details of Life Support Services)

1. All users may be provided with information, interpretation services, life support services, and medical interpretation services 24 hours a day, 365 days a year (except for the beginning and the end of the year) by using the chat function of the dedicated application designated by the Company. Moreover, if a User contacts the Company with the chat function at or after 9:00 p.m., the Company shall respond to him/her at or after 10:00 a.m. the next day.
2. All users may be provided with information, interpretation services, life support services, and medical interpretation services 24 hours a day, 365 days a year by using the dedicated phone number designated by the Company. Moreover, if a User dials the dedicated phone number at or after 9:00 p.m., if the Company finds the matter concerned not urgent, the Company shall respond to him/her at or after 10:00 a.m. the next day.

### Chapter 2 GTN RUSH SUPPORT

#### Article 2 (Details of GTN RUSH SUPPORT)

1. If any of the following problems occurs to an item covered by services, a user of the GTN Assistant Premium may be provided with information or a service of rush response to the spot to solve the problem 24 hours a day, 365 days a year as specified in this Chapter by using the dedicated toll-free number designated by the Company:
  - (i) a problem in a living area where water is used;
  - (ii) a problem with a front-door key, such as a loss of or trouble with the key  
(There are cases where a lock with a special structure may not be possible to unlock.); and
  - (iii) a problem with a windowpane.
2. When a worker visits to solve the problem referred to in the preceding paragraph, the User's presence shall be required.
3. A user shall accept in advance that the rush service does not warrant the dispatch time to the spot and that dispatch to the spot may take time or may be carried out the next day, depending on the weather, traffic conditions, the state of work by workers and other conditions.
4. If work requires the breaking of a lock in connection with a problem with a front-door key, a user shall request the work after he/she obtains the consent of the owner or management company.

#### Article 3 (Charges for GTN RUSH SUPPORT)

1. A user may be provided with rush response to the spot free of charge, provided that the User shall separately bear the actual cost of work which takes time exceeding 30 minutes (1,500 yen (without consumption tax) per 10 minutes) and that the User may also separately bear the actual cost if the response requires the replacement of parts or special work.
2. If a rush response to the spot cannot solve the problem or if secondary damage is expected to occur, the User may request a separate fee-charging service after negotiations with a worker. If the Services are provided in a rental property, a Member shall request fee-charging work after he/she obtains consent from the management company or the like.
3. The Company may entrust a third party designated by the Company with the task of requesting payment of charges in the cases of the preceding two paragraphs, and the party to the agreement and the User shall consent to it.

#### Article 4 (Exclusions)

The GTN RUSH SUPPORT shall not be provided in the following cases:

- (i) a problem with the communal use equipment of a building;
- (ii) unlocking of a door by destruction from at or after 9:00 p.m. to at and before 9:00 a.m.;
- (iii) a problem with a home electrical appliance or the like;
- (iv) a problem or breakage existing from the outset of moving in;
- (v) a problem relating to restoration;
- (vi) a problem in an emergency, such as a natural disaster, including an earthquake, a fire, and riot; and
- (vii) other cases which the Company finds inappropriate.

#### Chapter 3 Incidental Reward Insurance

##### Article 5 (Compensation for Injury)

Global Trust Networks shall purchase accident insurance on the following conditions whose insured is a user of the GTN Assistants Premium (See the pamphlet of the GTN Assistants Premium plan for an outline of the insurance):

- a benefit for death due to injury or physical impediment: 300,000 yen;
- a benefit for hospitalization due to injury: 5,000 yen per diem (with a limit of 90 days); and
- a benefit for liability for damages to daily life: 50,000,000 yen.

#### Chapter 4

##### Article 6 (Details and Revision of Specifications)

Any details not mentioned in the Specifications shall be in accordance with the latest pamphlet of the Services which is issued separately, and the contents of the pamphlet shall be subject to revision without notice at any time for the purpose of improving services.

End

GTN Assistants List of Charges (as of June 17, 2021)

List of Charge as specified in Article 4, paragraph 1 of GTN Assistants Terms of Use

(Amounts include consumption tax.)

	Monthly charge
GTN Assistants	1,078 yen
GTN Assistants Premium	2,420 yen

(Charging time)

Charging time varies depending on the charging time of each means of settlement.

\* The services in the first month shall be provided to the Users of GTN Mobile free of charge.

End