

Guide to
the Year 2019

Customer Service
& Improvement of
Customer Satisfaction Course



The Foundation for the Advancement of
Life & Insurance Around the world

< FALIA Office >

BELISTA Tower 401
91-1, Kawakami-Cho, Totsuka-Ku, Yokohama-Shi
Kanagawa 244-0805, JAPAN

< Seminar Room & Accommodation of Participants >

Dai-ichi-life Higashi-Totsuka Training Center
89, Kawakami-Cho, Totsuka-Ku, Yokohama-Shi
Kanagawa 244-0805, JAPAN

1. Outline of the Seminars

See the separated sheet. The sessions of the seminar are mainly held at the above address in Yokohama.

2. Language to be used in the Seminar

ENGLISH. Good English ability is required to be able to understand lectures and take part in discussions.

3. Qualifications for Admission

*Departmental general manager, manager or personnel of the same level in charge of the field specified in the subjects of the Schedule.

*More than 3 years of working experience in life insurance business

4. Other general requirements

*Participation in the capacity of individual is not accepted. All participants shall represent his or her institution. Consequently recommendation by the responsible person of your institution, Human Resources or Overseas Training Dept. /Div. is preferable.

*Participants are requested to complete the seminar (full attendance) including farewell party.

*Being in good health condition. Besides, participants are recommended to buy an overseas travel insurance policy for his or her own protection before departure for Japan.

We, FALIA, shall not bear any responsibility for accidents that might happen to participants and/or accompanying persons during the seminar period.

5. Screening after an application is received

When the number of applicants exceeds the quota - 25 participants for Customer Service & Improvement of Customer Satisfaction Course, there will be a screening by FALIA.

We will decide participants in view of following factors in case of exceeding the quota.

*First-come-first-served

*Eligibility for the seminar

(e.g. English proficiency, current and past job experience and education, training course, seminar etc.)

*Balance of countries (as diverse as possible)

6. Expenses

(1) Travelling expenses to and from Japan

Airfare between the participant's country/region and Japan shall be borne on the participant's side.

(2) Transportation expenses

- a) Transportation expenses on Arrival and Departure day between the airport and the place of lodging are at participant's cost.
- b) The expenses for travelling between seminar locations will be taken care of as FALIA's cost.

(3) Expenses during the seminar period

- a) Expense for stay
Dai-ichi-life Higashi-Totsuka Training Center is the official seminar accommodation. Please note that the place is not a hotel and is available for only seminar participants.
We ask the participants to pay JPY3,260 per day for a room charge including breakfast and lunch. However, lunch is not served on Sunday, the check-out day. Total cost of your stay: JPY15,450
Method of Payment changed as from FY2016. Card payment through the appropriate URL is preferable and the details will be informed soon after the participation is officially approved.
- b) FALIA charges no fee or tuition for the seminar.
- c) Seminar paper materials are furnished free of charge.
- d) All the expenses of scheduled social events such as welcome cocktail, one-day weekend tour and farewell party are borne by FALIA.
- e) Dinners, except for those served by FALIA occasionally, are at the participant's cost.
- f) All other personal expenses should be paid by the participant.

7. Certificate of Completion of the Seminar

To the participants who have completed the seminar, a Certificate of Completion of the Seminar will be granted together with FALIA's commemorative badge. The Certificate will not be given when the number of attendance days is less than the prescribed full days.

8. Cancellation of the Seminar

If the Seminar should be cancelled before the commencement or during the Seminar due to the reason out of FALIA's control, any expenses paid by participants will not be compensated by FALIA.