



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

(Public Interest Incorporated Foundation)

March 15, 2019

Customer Service & Improvement of Customer Satisfaction Course (July 9 - 13, 2019)

Dear Sir:

In accordance with our annual schedule of seminars for the year 2019, we are planning to hold “Customer Service & Improvement of Customer Satisfaction Course” to be held in Yokohama from July 9 through 13, 2019 with the theme of “Customer Service & Improvement of Customer Satisfaction of Life Insurance Companies”. The number of participants we would be able to accept in this seminar is limited to 25.

We now take pleasure in inviting any appropriate person representing your esteemed institution to come to Yokohama to participate in this seminar. It is necessary for your representative to satisfy the qualifications for admission.

General requirements for application, expense and other important items to be noted are stated in the “Guide to the Year 2019 – Customer Service & Improvement of Customer Satisfaction Course” and so please refer to them without fail in applying.

While every effort will be made to ensure that the course will take place as scheduled, we, FALIA, reserve the right to modify or cancel in whole or in part any of the events due to the reason beyond our control.

The procedure for application is as follows:

- 1) First, please send us “Application Form” with the necessary information by no later than April 15.
Kindly note that insufficient information of applicant and any application arriving after this deadline will not be accepted. Also, we cannot accept individual application without recommendation by responsible person at your institution.
- 2) Next, based upon the information above and if necessary after the process of screening, we will decide participants and proceed to the mailing of the formal invitation letter.
- 3) Once our invitation letter is sent out after the deadline, communication thereafter will be conducted directly between FALIA and the applicant.

We look forward to hearing from you soon.

Sincerely yours,

Toru Nagashima
Managing Director, FALIA