

TENTATIVE

Customer Service & Improvement of Customer Satisfaction Course

(July 9 - 13, 2019)

Customer Service & Improvement of Customer Satisfaction of Life Insurance Companies

Date	Detailed Schedule
July 9 (Tue.)	(Participants' arrival in Japan) Evening----- Welcome Cocktail Reception
10 (Wed.)	A.M.----- Orientation; Opening Ceremony P.M.----- "Actual Situation of Protection of Customer Information in Japan" "Compliance Promotion at a Life Insurance Co."
11 (Thu.)	A.M.----- "Improvement of Customer Satisfaction of Life Insurance Companies" "New Approach by Customer Consultant" P.M.----- "Protection of Customer Information at Channel Agents"
12 (Fri.)	A.M.----- "Protection of Customer Information at Bancassurance" P.M.----- Tour to the Customer Contact Center of an Insurance Company
13 (Sat.)	Day Trip to Hakone
14 (Sun.)	(Participants' departure from Japan)