

Outline of the Seminar Schedule for the Year 2019 (Tentative)

F A L I A

Target	Course Title	Focus	Major Subjects	Schedule	Application Period	Number of Participants Invited
Middle Management *1	Product Development & Aging Society Course	Product Strategy of Life Insurance Company reflecting Aging Population	*Situation of Aging Society in Japan *Actual Situation of Aged Care in Japan *Product Development responding to the Aging Society in Japan	5 days (May 13 - May 17, 2019)	Feb. 1 - Mar. 7	25
	Customer Service & Improvement of Customer Satisfaction Course	Customer Service & Improvement of Customer Satisfaction of Life Insurance Companies	*Life Insurance Policy Conservation Work in Japan *The Way of Dealing with the Complaints from Customer *Actual Situation of Protection of Customer Information in Japan *Protection of Customer Information in Life Insurance Business in Japan	5 days (Jul. 9 - Jul. 13, 2019)	Mar. 15 - Apr. 15	25
	Channel & Sales Strategy for Individual Life Insurance Course	Channel Strategy & Product Development corresponding to Different Channels	*Channel Strategy for Individual Life Insurance *History of Sales Agents in Japan *Products and its Strategy for Bancassurance *Product and Strategy for Independent Agents	8 days (Sep. 4 - Sep. 11, 2019)	May 20 - Jun. 17	30
	Risk Management Course	Risk Management in Life Insurance Companies	* International Trend of Risk Management Regulation * Asset Liability Management * Product Development and Control of Pricing Risk * Operational Risk Management and Control Self Assessment	7 days (Nov. 13 - Nov. 19, 2019)	Jul. 18 - Aug. 16	30

*1 Conditions for acceptance: A. in mainly developing countries and/or regions B. works related to insurance business C. officially recommended by the institution

*2 Top Executives Seminar is not scheduled in FY 2019.