



## **ORIX Life Receives the Highest Three-Star Rating in Two HDI Benchmark Categories for the Fourth Year in a Row**

**~Top-ranked in both the Customer Service (Call Center) and Support Portal (Website) categories~**



Customer Service (Call Center)



Support Portal (Website)

TOKYO, Japan - November 7, 2019 - ORIX Life Insurance Corporation ("ORIX Life") announced today that it has received the highest three-star rating in two categories of HDI-Japan's 2019 HDI Benchmarks (Life Insurance Industry): "Customer Service (Call Center)" and "Support Portal (Website)." ORIX Life has now received the highest three-star rating in both categories for four years in a row.

The HDI Benchmarks use evaluation criteria based on HDI's international standards to rank the customer service quality of member corporations, and how easy it is to view and use their websites. The corporations are evaluated from a customer perspective by a combination of experts and consumers recruited from the general public.

At ORIX Life, the level of service and ease of connection of its customer service contact centers were highly rated, as was the simple and easy-to-use design of its website.

ORIX Life will continue to provide customer-centric services that satisfy its customers and make them think, "I'm glad I chose ORIX Life."

### **Comments from the judges**

#### **◆ Customer Service Rating: Three Stars**

No matter at what time or on which day of the week you phone, you are connected to a representative without having to wait, and without having to deal with an interactive voice response system.

All the representatives are kind and polite from start to finish, and create a reassuring atmosphere over the line. They encourage you to discuss any concerns you may have, and make you feel comfortable at an early stage.

#### **◆ Support Portal Rating: Three Stars**

Each individual menu and button is large, simple, and easy to see; the division of the website into various categories and its visual design make it easy to understand what information is being written and where it is located.

There is a simulator which is extremely convenient. If you make an inquiry, a representative contacts you online and kindly provides guidance to help resolve any problems.

#### <Reference>

##### 1. About HDI

Established in 1989, HDI is the world's largest member organization in the field of IT support services. It has over 100 branches worldwide, and boasts a membership of more than 50,000 companies. HDI established the world's first international certification and qualification system for support services, and counts many of the world's leading corporations—as ranked by the U.S. economic magazine *Fortune*—among its members.

##### 2. About HDI-Japan

HDI-Japan was established in 2001 on the same principles as HDI in response to demands from the Japanese support service industry. The organization provides benchmarking based on HDI criteria, international certification programs, and services such as training courses.

■ HDI-Japan website: <https://www.hdi-japan.com/hdi/en/AboutHDI.asp>

■ HDI benchmarking results (Japanese language only): <http://www.hdi-japan.com/kakuzuke/result.asp>

#### **Contact Information:**

ORIX Corporation

Corporate Planning Department

Tel: +81-3-3435-3121

#### **About ORIX:**

ORIX Corporation (TSE: 8591; NYSE: IX) is a financial services group which provides innovative products and services to its customers by constantly pursuing new businesses.

Established in 1964, from its start in the leasing business, ORIX has advanced into neighboring fields and at present has expanded into lending, investment, life insurance, banking, asset management, automobile related, real estate and environment and energy related businesses. Since entering Hong Kong in 1971, ORIX has spread its businesses globally by establishing locations in 37 countries and regions across the world.

Going forward, ORIX intends to utilize its strengths and expertise, which generate new value, to establish an independent ORIX business model that continues to evolve perpetually. In this way, ORIX will engage in business activities that instill vitality in its companies and workforce, and thereby contribute to society. For more details, please visit our website: <https://www.orix.co.jp/grp/en/>

(As of March 31, 2019)

#### **Caution Concerning Forward Looking Statements:**

These documents May contain forward-looking statements about expected future events and financial results that involve risks and uncertainties. Such statements are based on our current expectations and are subject to uncertainties and risks that could cause actual results that differ materially from those described in the forward-looking statements. Factors that could cause such a difference include, but are not limited to, those described under "Risk Factors" in the Company's annual report on Form 20-F filed with the United States Securities and Exchange Commission and under "(4) Risk Factors" of the "1. Summary of Consolidated Financial Results" of the "Consolidated Financial Results April 1, 2018 – March 31, 2019."