



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

TOKYO, Japan - November 11, 2020 - ORIX Life Insurance Corporation ("ORIX Life") announced that it has received the highest three-star rating in two categories of HDI-Japan's 2020 HDI Benchmarks (Life Insurance Industry): "Customer Service" and "Support Portal." ORIX Life has now received the highest three-star rating in both categories for five years in a row.



Customer Service category



Support Portal category

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. ORIX Life was highly rated in several areas, including the customer-centric response of its customer service, its website's ease of use, and its support system such as online chat.

Going forward, ORIX Life will continue to provide customer-centric services and strive to continue to be an insurance company that is trusted by customers.

### **<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.

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**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, 2020)

**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, 2019 – March 31, 2020.”