



ORIX Life Commences Sign Language and Written Communication Interpretation Service for Customers with Hearing and Speaking Difficulties

~Enabling smooth inquiries by using video calls with interpretation operator~

TOKYO, Japan - July 5, 2021 - ORIX Life Insurance Corporation (“ORIX Life”) announced today that it has started a sign language and written communication interpretation service^{*1} for policy owners.

In this service, an operator for interpretation of sign language and written communication takes video calls regarding inquiries about policy details and various procedures from customers with hearing and speaking difficulties. The conversation is relayed in real time via voice call to ORIX Life’s customer service center.

So far, ORIX Life has been accepting inquiries^{*2} through facsimile 24 hours a day from customers with hearing and speaking difficulties. By commencing the handling of inquiries in real time through this service, ORIX Life hopes to make communication with customers even smoother.

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

*1 The use of this service is free; however, customers will have to bear the communication cost.

*2 Handling of inquiries received via facsimile takes place during working hours (Monday to Friday, 09:00 to 17:00).

■ Overview of sign language and written communication interpretation service

Commencement of service: July 5, 2021

Operating hours: Monday to Saturday, 9:00 to 18:00 (not available on Sundays, public holidays, and New Year period)

Service website: https://www.orixlife.co.jp/customer/sign_language (in Japanese)

Scope of inquiries: Confirmation of policy details, insurance/benefit claims, various procedures, etc. by existing policy owners

Service provider: PLUSVoice, Inc.

Contact Information:

Investor Relations and Sustainability Department

ORIX Corporation

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 31 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, 2021)

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, 2020 – March 31, 2021.”