



## **ORIX Life Commences Industry-First Service to Handle Change of Address through Automated Voice Calls Using AI**

**~Procedure can be completed in approximately three minutes regardless of the state of congestion at call centers~**

TOKYO, Japan - October 1, 2021 - ORIX Life Insurance Corporation (“ORIX Life”) announced today that it will commence a service that handles telephone calls from customers related to applications for change of address through automated voice calls using artificial intelligence (AI) on October 1, 2021. This is the first such service in the industry\*<sup>1</sup>.

In this service, customers will give verbal replies to voice prompts and provide the policyholder’s name, date of birth, insurance policy number\*<sup>2</sup>, and new address and telephone number. These details will be recognized with high accuracy using AI to complete the procedure. Approximately 60,000 applications for change of address are received each year, and through this service, it is possible to carry out this procedure smoothly and easily regardless of the state of congestion at call centers\*<sup>3</sup>.

ORIX Life will also continue to handle applications for change of address through telephone operators as well as online and written submissions.

ORIX Life will continue to cater to the needs of customers and strive to be an insurance company that is trusted by customers.

\*1 According to in-house research (as of October 1, 2021).

\*2 If the insurance policy number is not known, the customer will be asked to provide the telephone number and address before change.

\*3 The operating hours are Monday to Saturday, 09:00 to 18:00 (not available on Sundays, public holidays, and New Year period).

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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 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.”