



J.D. Power 2023 Customer Center Support Satisfaction StudySM <Financial Industry>, ORIX Life is Ranked First in Overall Satisfaction in Life Insurance Company Category
~Highest rating in three categories, including “ease of use,” and “attentiveness of explanations/politeness of customer service”~

TOKYO, Japan - October 20, 2023 - ORIX Life Insurance Corporation (“ORIX Life”) announced today that it has been ranked first in overall satisfaction in the life insurance company category of the “J.D. Power 2023 Customer Center Support Satisfaction StudySM <Financial Industry>” announced by J.D. Power Japan, Inc.

This study was conducted on customers* who have used customer center support to resolve problems, make various inquiries, or gather information on products and services at financial institutions, and asked them about their usage, various experiences, and their level of satisfaction.

ORIX Life received the highest rating in the three evaluation categories of “ease of use,” “adequacy of information provided and responses to inquiries,” and “attentiveness of explanations/politeness of customer service,” and was ranked first.

ORIX Life will continue to provide customer-oriented services and strive to be an insurance company that customers can trust.

* This study targets customers who have used “call centers,” “chat support by operators (live chat),” “chat support with automated response (AI chatbot),” “e-mail inquiries/inquiry forms,” and “FAQ (frequently asked questions) page.”

<Overview of the Study>

- Study period: Late July to early August 2023
- Survey method: Online survey
- Survey target: Customers (aged 20-74) who have used customer center support at a financial institution
- Number of survey respondents: 5,850 (life insurance company category)

*For details, see the press release by J.D. Power.

[2023 Customer Center Support Satisfaction Study <Financial Industry> | J.D. Power \(jdpower.com\)](#) (in Japanese)

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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 28 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, 2023)

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, 2022 – March 31, 2023” furnished on Form 6-K.