



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

~Highest rating in “Customer Service” and “Support Portal” categories~

TOKYO, Japan – November 8, 2023 – ORIX Life Insurance Corporation (“ORIX Life”) announced that it has received the highest three-star rating in two categories of HDI-Japan’s 2023 HDI Benchmarks (Life Insurance Industry): “Customer Service” and “Support Portal.” ORIX Life has now received the highest three-star rating in both categories for eight 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 and performance of member corporations, and the support provided by their websites. The corporations are evaluated from a customer perspective by a combination of experts and consumers recruited from the general public.

ORIX Life received the highest rating after being highly rated in several areas that are important points of contact with customers: “Customer Service” for its polite, customer-centric response to each and every customer and “Support Portal” for its website that is simple and easy to understand and use.

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

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About ORIX Group:

ORIX Group (ORIX Corporation TSE: 8591; NYSE: IX) was established in 1964 and has grown from its roots in leasing in Japan to become a global, diverse, and unique corporate group. Today, it is active around the world in financing and investment, life insurance, banking, asset management, real estate, concession, environment and energy, automobile-related services, industrial/ICT equipment, ships and aircraft. Since expanding outside of Japan in 1971, ORIX Group has grown its business globally and now operates in around 30 countries and regions across the world with approximately 35,000 people. ORIX Group unites globally around its Purpose: “Finding Paths. Making Impact.” bringing diverse expertise and innovative thinking to help our world develop in a sustainable way.

For more details, please visit our website: <https://www.orix.co.jp/grp/en/>

(As of November 1, 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.