

March 12th, 2019

Company name: RAKSUL INC.
Representative: Yasukane Matsumoto
Representative Director, President and CEO
(TSE Mothers Code No. 4384)
Contact: Yo Nagami
Director, CFO

Announcement of the acquisition of the HDI three-star evaluation for customer support at Raksul in the category of contact desk (telephone), which is a first for the printing industry

Our printing and offline advertising sharing platform "Raksul" has been awarded the highest evaluation "three stars" in the 2018 HDI-Japan rating benchmark assessment in the category of contact desk (telephone). HDI-Japan is the international certifying organization for the support service industry.

This award is a first for the printing industry. At Raksul, we are striving to create a customer support system that provides side-by-side support for customers, solves customer queries in a timely manner, and gives peace of mind to first-time users so that everyone using our services can do so with confidence.

For further details, please refer to the attached press release.

PRESS RELEASE

To media
representatives:



March 12th, 2019
RAKSUL INC.

Raksul receives the highest HDI rating in the printing industry in the category of contact desk (telephone)

Raksul, the printing and offline advertising sharing platform operated by RAKSUL INC. (head office: Shinagawa-ku, Tokyo; Representative and CEO: Yasukane Matsumoto), is proud to announce that we have been awarded the highest rating (three stars) in the "HDI Rating Benchmark 2018 [Support Service Industry]" under the category of contact desk (telephone).



This rating is a first for the printing industry. We were awarded the three star rating for our efforts in allowing first-time users of online printing to confidently use the service, for quickly resolving customer problems, and for working to create a system in which we ceaselessly strive to provide the best customer support.

Evaluation comments from HDI-Japan

(In regards to the scoring system, a score of 4 points means that the company is performing impressively with no visible areas that require improvement.)

● Quality evaluation result = 3.53 points

- The operator offered polite and positive support with a professional attitude.
- Simply from the caller's questions, the operator was able to discern that the caller was using the service for the first time. The operator then walked the caller through step by step how to use the website over the phone.

● Performance evaluation result = 3.50 points

- The caller was able to find out what they wanted to know quickly and the operator was able to answer all of their questions in a timely manner.
- The caller consulted with the operator in regards to several things they were worried about. The caller was satisfied with all of the answers that were provided.

What is HDI-Japan?

Founded in 1989, HDI is the first membership association and certification body created for the technical support industry. HDI has over 50,000 members and hundreds of branches / district associations around the world. HDI-Japan carries out assessments using the international standards of HDI. HDI evaluates customer support (web support and contact desk) from the customer's point of view and awards the company a rating from three star to no stars. HDI Benchmarking helps both the management and customer centers with continuous improvement opportunities.

【About Raksul INC.】

RAKSUL is a technology company with the vision of "Better Systems, Better World". We believe that the Internet can help redesign the structure and the value chain of conventional industries. Currently, we have a printing and offline advertising sharing platform (Raksul) and a logistics sharing platform (Hacobell).

For any inquiries, please contact our IR department

Email: ir@raksul.com

IR Information: <http://corp.raksul.com/en/>