

Important Notes on autosend

Please take note of the following points before using autosend .

1. Prevention of confusion with FOREX transactions conducted by banks, etc.

- (1) autosend is different from foreign exchange transactions conducted by banks or any other such institutions. It is a service provided by a money transfer business operator (a "money transfer business" refers to a general business entity other than banks conducting foreign exchange transactions as its business, and a company registered and engaged in such money transfer business is called a "money transfer business operator").
- (2) autosend does not accept deposits, savings, or fixed term installments, etc.
- (3) autosend is not subject to insurance payments stipulated in Article 53 of the Deposit Insurance Act or Article 55 of the Agricultural and Fisheries Cooperative Savings Insurance Act.
- (4) Pursuant to Article 44 of the Act regarding Payment Services (Act No. 59 of 2009, as amended; hereinafter referred to as the "Payment Services Act"), the Company has deposited a performance bond at the Tokyo Legal Affairs Bureau to guarantee the refund claims of remittance applicants of the remittance service.

2. Performance bond

- (1) In accordance with Article 43 of the Payment Services Act, in order to guarantee the payment obligations of the remittance amount to the remitter, the Company shall deposit at the Tokyo Legal Affairs Bureau a performance bond in an amount equal to or greater than the sum of the amount of the remittance amount multiplied by the factor stipulated in Article 11, Paragraph 5 of the Enforcement Regulations of the Payment Services Act to cover the cost required for the refund procedure. If the Company is unable to repay its obligations, the remitter will have the right to receive payment of the performance bond (hereinafter referred to as the "refund claim right") prior to other debtors owed to the Company.
- (2) The right to claim a refund belongs to the remitter until the recipient actually receives the fund. After the recipient has actually received the fund, the remitter cannot exercise the right to claim a refund.
- (3) In the event that an event prescribed in Article 59, Paragraph 2 of the Payment Services Act occurs, the remitter of the remittance may receive a refund as prescribed in the same article.
- (4) In the event that any of the events described in the preceding paragraph occur, the overseas remittance recipient will not be able to receive the fund. In the event that any of the events described in the preceding paragraph occur after the overseas remittance recipient has received the fund and a refund procedure is carried out, the remitter must return the amount refunded to the Company.

3. Maximum amount of foreign exchange transactions handled

- (1) The upper limit of remittable amount is 1 million yen per transaction.
- (2) The maximum amount of a foreign exchange transaction handled by autosend (per foreign exchange transaction) is the lesser of 1 million yen or 10,000 US dollars.

4. Fees and Exchange Rates

- (1) When using this service, Customers shall pay the fees specified by the Company. The fees to be paid shall be as set forth in the fee schedule displayed at the following URL:
URL: <https://autosend.jp/remit/help/info-charge>
- (2) Please carefully read Article 26 of the Terms of Use for the exchange rates used in the international money transfer service.

5. Complaint handling and dispute resolution procedures and contact point

The Company implements complaint handling and dispute resolution measures in accordance with the Payment Services Act. Contact the following for complaints and dispute resolution regarding the service.

(1) Complaint handling

[Japan Payment Services Association Customer Service Center]

Address : 7F Tobiei Kudan Building, 3-8-11 Kudan Minami, Chiyoda-ku, Tokyo (Room 701)

Phone number: 03-3556-6261

(2) Dispute resolution

[Tokyo Bar Association Dispute Resolution Center]

Address : Tokyo Bar Association 1-1-3 Kasumigaseki, Chiyoda-ku, Tokyo 100-0013

Phone number: 03-3581-0031

[First Tokyo Bar Association Arbitration Center]

Address : First Tokyo Bar Association, 1-1-3 Kasumigaseki, Chiyoda-ku, Tokyo 100-0013

Phone number: 03-3595-8588

[Tokyo Bar Association Arbitration Center]

Address : 1-1-3 Kasumigaseki, Chiyoda-ku, Tokyo 100-0013 Second Tokyo Bar Association

Phone number: 03-3581-2249

(3) Complaints, etc.

[C-Square Inc. Remittance Division, autosend]

Address : Shinjuku Uchino Building II, 2nd floor, 1-36-7 Shinjuku, Shinjuku-ku, Tokyo 160-0022

Phone number: 03-3359-0086

Email: info@autosend.jp

Established on August 1, 2014

Last updated: November 2, 2015

Revised on May 23, 2016