

For Immediate Release

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Shinsei Bank Introduces Remote Japanese Sign Language Interpreting Service in Shinsei Financial Centers

- First Japanese Bank¹ to offer tablet-based Japanese sign language interpreting service to support hearing impaired customers -

Tokyo (Friday, July 3, 2015) --- Shinsei Bank, Limited (hereinafter “Shinsei Bank”, the “Bank”) announced today the introduction of a tablet-based sign language interpreting service, “Remote Japanese Sign Language Interpreting Service,” from Friday, July 3, 2015 in the Shinjuku and Yokohama Financial Centers in order to assist hearing impaired customers.

The Bank is using a service offered by PLUSVoice Co., LTD. (Sendai-shi, Miyagi Prefecture; President: Hiroyuki Miura; hereinafter, “PLUSVoice”), which engages in the solutions business in the area of welfare services. In this service, the Japanese sign language interpreter² in the PLUSVoice call center provides simultaneous sign language and speech interpretation via a tablet screen to assist hearing impaired customers visiting the Financial Centers to conduct banking transactions³. Using ear phones and microphones attached to the tablets, Shinsei Bank staff in the Financial Centers are able to understand the customers’ inquiries and requests through the Japanese sign language interpreter, and support the customers’ transactions.

Shinsei Bank has introduced various services and tools such as message writing devices and communication boards in its premises and offering facsimile services to improve the convenience of its services for customers with disabilities. The Bank has introduced the remote Japanese sign language interpreting service in response to requests from its customers. The Bank will continue offering highly value-added products and services that accommodate the needs of its customers.

¹ According to a survey conducted by Shinsei Bank.

² Japanese Sing language interpreters are qualified interpreters who have passed a qualification examination and are registered as certified interpreters.

³ This service is not available for some transactions such as the sale/purchase of structured deposits, insurance and investment trusts, or making inquiries and concluding contracts for housing loans.



An image of the remote Japanese sign language interpreting service
(Left: customer, right: Financial Center staff)

Shinsei Bank is a leading diversified Japanese financial institution providing a full range of financial products and services to both institutional and individual customers. The Bank has total assets of 8.8 trillion yen on a consolidated basis (as of March 31, 2015) and a network of outlets throughout Japan. Shinsei Bank demands uncompromising levels of integrity and transparency in all its activities to earn the trust of customers, staff and shareholders. The Bank is committed to delivering long-term profit growth and increasing value for all its stakeholders. News and other information about Shinsei Bank is available at <http://www.shinseibank.com/english/index.html>