



January 14, 2022

Notice of the change in reduction of staff for telephone inquiries due to re-expansion of the COVID-19.

We would like to offer our sincere sympathy to the people who has been affected by the COVID-19.

From a perspective of preventing employee infections and continuing services to customers, Contact center is operated by reducing number of operators for telephone inquiries for the time being from January 14, 2022. There is no change in the operating hours.

For this reason, we are not able to respond every call from customers, and it makes difficult to connect to the line. We sincerely apologize for the inconvenience.

Also, it will take time than usual to handle clerical procedures for personal account and International money transfer service and respond to customer.

We sincerely apologize for the inconvenience that may cause and ask for your understanding and corporation.

In addition, regarding various procedures for personal account and inquiries, the following services have been offered.

For smartphone users, it is usable to open the account through Smartphone app, "[My Seven Bank app.](#)"

A person with no smartphone can apply on [Seven Bank website.](#)

A person who applies for Loans services can apply through [Direct Banking Service.](#)

- ① Change in address, reissue of a new Cash card, and various applications and procedures [Direct Banking Service](#) is available for these applications and procedures.

*If you do not have or forget your "Logon ID/ Logon Password," we recommend resetting the password from [here](#) "Forgot ID, Forgot Password (Expired) " without calling our

center representative.

- ② To add/delete a receiver for International money transfer service

Regarding services for addition/deletion of recipients, [Direct Banking Service](#) can offer quick service relatively. For smartphone users, [International Money Transfer Application](#) is also available.

- ④ Others/FAQ related to Seven Bank account

Frequent Asked Questions (FAQ) is available on [Seven Bank website](#).

Please see our website before making an inquiry.