

Important Information on International Remittance Services

1. Operator and Services

RESPECT PAYMENT SERVICE Co., Ltd. is a Type II Funds Transfer Service Provider registered with the Director-General of the Kanto Local Finance Bureau under Registration No. 00061 (registration date: July 27, 2018). Address: 8-14-9-201 Ginza, Chuo-ku, Tokyo. Representative: Udaya Atukorala. The Company provides remittance services to Sri Lanka, Nepal and the Philippines under the names Ceylon Remittance, Laxmi Remit and Bayan Remit, respectively.

2. How We Differ from Banks

The Company is not a bank and receives funds solely for the purpose of remittance. These funds are not bank deposits or savings, do not accrue interest and are not covered by Japan's deposit insurance system.

3. Destination Countries and Disbursement Methods

The destination countries are Sri Lanka, Nepal and the Philippines. Remittance funds are received in Japanese yen and disbursed to bank accounts or supported wallet accounts in the beneficiaries' own names. Cash pickup at counters is not offered. Certain foreign-currency credits to a PFCA in the beneficiary's own name in Sri Lanka are available only when the requirements in the country-specific terms are met.

4. Limits, Fees and Exchange Rates

The maximum amount per remittance is the equivalent of JPY 1,000,000, and lower limits may apply according to destination, receiving institution or customer category. Rates are based on rates supplied by overseas financial institutions identified in the country-specific terms, with a spread of no more than 1%, and are normally updated at 10:00 a.m. and 2:00 p.m. The fee, applicable rate, expected amount to be received and standard processing time are displayed before confirmation. See the General Terms and country-specific terms.

5. Standard Processing Time

Country-specific terms generally provide for 30 minutes to two hours for requests received during business hours, and processing on the next business day for requests received outside business hours. Identity or sanctions checks, partners, holidays or system failures may cause delays.

6. Cancellation, Recall and Refund

Cancellation or recall may not be possible depending on the status of the remittance instruction. If a transfer cannot be completed or is cancelled, funds will be refunded under applicable law and the Terms. Actual expenses and fees depend on the conditions disclosed in advance and the reason for the refund.

7. Safeguarding of Customer Funds

Under the Payment Services Act, the Company deposits a performance security deposit with the Tokyo Legal Affairs Bureau to secure performance of its obligations to remittance customers. The Company does not also use a performance security guarantee agreement or a performance security trust agreement. Where statutory refund proceedings commence, eligible customers have a statutory right to receive refunds from the performance security deposit in priority to general creditors, in accordance with the Payment Services Act and applicable regulations. Funds received for remittance are not deposits and are not protected by deposit insurance.

8. Identity Verification and Transaction Restrictions

The Company verifies identity, remittance purpose, source of funds, beneficiaries and other matters under the Act on Prevention of Transfer of Criminal Proceeds, the Foreign Exchange and Foreign Trade Act and sanctions-related legislation. Transactions may be held or rejected if required checks are incomplete or the transaction may be subject to sanctions.

9. Fraud and Personal Information

For compensation in cases of unauthorized use, see the Policy on Compensation for Unauthorized Transactions. For personal information, see the Privacy Policy and Handling of Personal Information.

10. Complaints and Inquiries

Telephone: 03-3366-1966; email: info@rpsremit.co.jp. Please see the separate Notice on Complaints, Inquiries and Dispute Resolution for service hours and financial ADR. An email report sent outside business hours does not automatically stop a remittance or suspend an account.