

Notice on Change of operating hours for Shinsei PowerCall (Call center) <from February 2018>

Thank you for using Shinsei Bank Call center.

In addition to transactions and procedures provided at the branch and call center, we at Shinsei Bank are continuously expanding the same transactions and procedures on the Internet including our new banking features available on smartphones.

For these reasons, we have decided to change the operation hours for some transactions and procedures from February 2018.

We apologize in advance for any inconveniences caused and appreciate your understanding and cooperation.

【Date of Change for Operation Hours】 **Effective as of February 2018**

【Services to be affected/Operation hours】 Please check the details from the list below

※ There will no change in the operation hours for "Report on cash card loss or financial fraud" and "Internet banking/ Reset PowerDirect Password". Operators will assist you 24hrs/365days.

※ There are no changes for the operation hours for "GoRemit Overseas Remittance Services" and the service will be excluded from the list below.

(1) Customers with PowerFlex accounts

Services to be affected	Operation Hours		Remarks
	Present	Operation hours after change	
Products and Services			
Toll-free : 0120-456-022			
- From the US and Canada: 1 866-744-6734 (Toll-free)			
- From foreign countries other than the USA and Canada: +81-3-5954-7763 (Phone Charges Apply)			
■Report on cash card loss or financial fraud	24hrs/365days	No Change	
■Reset PowerDirect Password	24hrs/365days	No Change	
■Change of PIN code, address, withdrawal limits etc.			
Change of PIN	24hrs/365days	No Change	Available 24hrs/365days on the automated voice system*
Change of address, withdrawal limits	24hrs/365days	Everyday 8 : 00 ~ 21 : 00	
■Wire transfer (Domestic, International)			
Domestic wire transfer	24hrs/365days	Everyday 8 : 00 ~ 21 : 00	
International wire transfer to a pre-registered account	Weekdays 9 : 00-16 : 00	No Change	
Inquiry for domestic / international wire transfer	24hrs/365days	Everyday 8 : 00 ~ 21 : 00	
■Yen Savings Account			
Yen savings account, Yen time deposits, Power Yokin, 2 week maturity deposit(JPY), etc.	24hrs/365days	Everyday 8 : 00 ~ 21 : 00	Balance inquiry available on automated voice system (Yen savings account, Yen time deposits, Power Yokin, 2 week maturity deposit (JPY)) 24hrs/365days*
■Foreign currency account inquiry, exchange rate inquiry and foreign currencies exchange transaction(s)			
Foreign currency buying and selling, Foreign currency savings account, Foreign currency time deposits	24hrs/365days	Everyday 8 : 00 ~ 21 : 00	Foreign currency exchange rates, buying and selling foreign currency, foreign currency balance inquiry available 24hrs/365days on the automated voice system*
■Other Inquiries			
Operator assistance	24hrs/365days	Everyday 8 : 00 ~ 21 : 00	
Home mortgage	Weekdays 9 : 00-17 : 00	No Change	
Internet banking			
Toll-free : 0120-456-858			
※Push *77 for English Speaking Operator			
Reset PowerDirect Password	24hrs/365days	No Change	
PIN Change			
Toll-free : 0120-456-272	24hrs/365days	No Change	Available 24hrs/365days on the automated voice system*
※Push *77 for English Speaking Automated voice system			
Foreign currency buying and selling			
Toll-free : 0120-456-507	24hrs/365days	No Change	Available 24hrs/365days on the automated voice system*
※Push *77 for English Speaking Automated voice system			

* Operation hours may vary due to system maintenance. Operator assistance will be available everyday from 8:00-21:00.

(2) Opening an account

Services to be affected	Operator Assistance		Remarks
	Present	Operation hours after change	
Toll-free : 0120-456-860			
※From overseas: +81-3-5954-7530 (Phone Charges Apply)			
	24hrs/365days	Everyday 8 : 00 ~ 21 : 00	