

To our valued customers

26th, March, 2020
Pasona Inc.

Extension of change in telephone reception hours due to prevention of spread of COVID-19

Thank you very much for your patronage of "Kurashinity".

In response to the request from Tokyo and Kanagawa prefectures to refrain from going out, in order to prevent the spread of infection. We are strengthening the transition of employees to off-peak commuting and working from home system.

Along with this, our Customer Support call center opening hours from 10:00-17:00 will be continued **till the end of April 2020**. (Email reception hours will not change.)

■ Customer Support Center reception hours (from March 2 **to the end of April**)

- Phone: 0120-700-809
Reception hours: **Weekdays 10: 00-17: 00**
- Email: housekeeping@pasona.co.jp
Reception hours: Weekdays 9: 00-18: 00 (no change)

* Reference: Our basic policy on countermeasures for new coronavirus
<https://www.pasonagroup.co.jp/news/tabid312.html?itemid=3380&dispmid=821>

The above is a provisional period, and it may be extended or changed depending on future situation. Regarding the staff, we will put the customer's safety and security first, and after conducting sufficient health care, we will visit the service as usual.

We ask our customers to pay attention to infection and to prevent the spread of infection, and we look forward to your understanding and cooperation regarding our response.

Thank you for your understanding. Premium housekeeping service "Kurashinity"

【For Further Inquiries】

Pasona Housekeeping Service 「Kurashinity」

Tel: 0120-700-809 (Reception hours: weekdays 10: 00-17: 00)
Email housekeeping@pasona.co.jp (Reception hours: Weekdays 9: 00-18: 00)

As a preventive measure against new coronavirus infection, our sales staff and staff will wear masks during the initial visit. We are hoping for your kind understanding.