

28th, February, 2020

To our valued customers

Pasona Inc.

Change in telephone reception hours due to prevention of spread of new coronavirus infection(Kurashinity)

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

Following the basic policy of the New Coronavirus Infectious Disease Control Headquarters announced on February 25, 2020, we are strengthening the transition of employees to off-peak commuting and working from home as a measure to prevent the spread of infection.

As a result, from March 2 until the end of March, we will shorten the telephone reception time of the customer support center by 2 hours and will change it to [10 to 17 o'clock]. (Email reception hours will not change.)

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

- 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 hope are hoping for your kind understanding.