

This is a summary version of the press release which Faith Inc. has released on the 7th June 2022. Please refer to the official press release (in Japanese) from here.

https://www.faith.co.jp/press/doc/20220607_thumvabiz.html

Faith Group's "Thumva BIZ" has been adopted for "Riaho" a robotic insurance guiding service operated by WDC Co., Ltd.

Faith, Inc. announces that "Riaho" a robotic insurance guiding service starting in June 2022 operated by WDC Co., Ltd has adopted Faith Group's online customer service system "Thumva BIZ"

By adopting this system, WDC would enable to provide an easily operated digital service for customers to access online for them to consider and consult which insurance is the best to choose from by using a smartphone from anywhere at any time.

■ Service overview of "Thumva BIZ"

"Thumva BIZ" is an online customer service system that allows users to access a store front staff with a single click to get immediate responses for their inquiries or to get individual consultations. Customers can experience store services online as if they were visiting a real store on site without downloading a dedicated app or issuing, notifying, and entering a meeting passcode or entering a password.

Ever since its released in October 2021, "Thumva BIZ" has been introduced to more than 70 companies. In addition to "Riaho" the robotic insurance guiding service, it has been adopted by many other clients who provide clerk services such as real estates, travel agencies, local governments and more.

■ Background of "Thumva BIZ" introduction

"Riaho" is the digital service for customers who are considering which insurance to choose from. They can complete all procedures online from insurance diagnosis to closing the deal.

It provides solutions for common issues that customers have when they are at stores such as "It takes a long time to get consulted and to get all procedures done". By equipping "Thumva BIZ"s specialized "Quick Inquiry Function" which can be used without exchanging login IDs and a "Reservation Function", it enables for customers not to wait in line anymore.

In addition, it is highly evaluated that "Thumva BIZ" can allow clients to customize the store front screen freely to keep the user interface design consistent for their brand image.

■ Thumva BIZ (Japanese) <https://service.biz.thumva.com/>

■ "Riaho" (Japanese) <https://reaho.net/>

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