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Customer Harassment Policy

VisasQ Inc.
Eiko Hashiba, Representative Director and CEO

Introduction

VisasQ Inc. and its group companies (hereinafter collectively referred to as the "Company") are committed to providing safe and secure services where the human rights of all individuals involved are respected, under our core philosophy of "We make insightful connections possible between global leaders and people with expertise." To this end, we earnestly respond to customer requests and strive to provide highly satisfactory services. Furthermore, we consider the opinions and requests received from our customers to be highly valuable opportunities to improve and enhance the quality of our services.

Nonetheless, in the event that a customer's demands or conduct involve abusive language, threats, violence, or other actions that deny an employee's personality and harm their dignity, such acts—which are extremely unreasonable in light of socially accepted norms—constitute a serious issue. Such conduct not only deteriorates the working environment for our employees but also potentially undermines our ability to provide safe and secure services.

We believe that ensuring a safe working environment allows our employees to perform their duties with peace of mind, which in turn leads to building better relationships with our customers. Accordingly, the Company has established this "Customer Harassment Policy."

Definition of Customer Harassment

The Company defines "Customer Harassment" as "claims or conduct by customers, business partners, or other parties where the means and manner used to realize the demand are deemed socially unreasonable in light of the validity of the demand, and such means and manner thereby harm the working environment of the Company's employees."

"Customer Harassment" includes, but is not limited to, the following:

- Acts of violence
- Abusive language, insults, and defamation
- Intimidation and threats
- Denial of an employee's personality or discriminatory remarks
- Demands for excessive apology
- Prolonged physical or psychological constraint
- Excessive, continuous contact without justifiable reason, or persistent phone calls/messages repeating the same claims even after the Company has provided a response
- Coercion to respond beyond what is socially acceptable

- Unreasonable or excessive demands lacking rationality (including unjust demands violating the Terms of Use and coerced refunds)
- Unauthorized audio or video recording
- Posting content on social media or other platforms that damages the credibility or reputation of the Company or its employees, or posting information that infringes the privacy of the Company's employees (including personal information)
- Sexual harassment, harassment related to sexual orientation or gender identity (SOGI harassment), other forms of harassment, and stalking behaviors directed at employees

Response to Customer Harassment

In resolving issues, the Company will engage in reasonable and rational discussions. However, if the Company determines that the conduct constitutes Customer Harassment, the Company reserves the right to terminate the correspondence and refuse any subsequent provision of services (including taking measures such as account suspension).

Furthermore, if the conduct is deemed malicious, the Company will respond resolutely, in cooperation with the police and external experts (such as legal counsel), up to and including taking legal action.

Initiatives against Customer Harassment

To systematically respond to Customer Harassment, the Company will implement the following measures:

- Publishing this policy and disseminating/raising awareness among employees
- Establishing procedures and methods for responding to Customer Harassment
- Conducting education and training for employees regarding customer harassment
- Establishing consultation and reporting channels for Customer Harassment
- Developing manuals for appropriate responses in the event of Customer Harassment
- Building a cooperative relationship with the police, legal counsel, and other external experts