

April 8th, 2020
Enplus Inc.
CEO Kana Kumoshita

To our valued Clients and Customers,

Thank you for your continued support of Enplus Inc.

Due to the State of Emergency declared by the Government of Japan, to support the efforts in preventing the further spread of the Novel Coronavirus(COVID-19), and to help ensure the safety of our clients and employees, we have decided on the following measures. We apologies and thank you in advance for any inconvenience this may cause and your understanding in the matter.

Duration : April 9th (Thursday) to May 6th (Thursday), 2020

*May be shortened or extended depending on the circumstances.

Measures :

1. During this duration, employees will generally be telecommuting. Please contact your representatives by email or call their direct line.
2. Office opening hours will be shortened to 2 times a week (Tuesday and Thursday), from 10:00 to 15:00 (JST) .
3. To help ensure a smooth telecommuting environment, we kindly ask for documentation, such as invoices, to be sent by PDF.
4. Client visitations and visits will both be temporarily prohibited
5. Services involving direct contact with our customers will be shifted to a non-contact form of support, including, but not limited to property viewing, and apartment maintenance.

Inquiry	Department	E-mail Address
Global Relocation Management		
Coming to Japan from Overseas (Including HR representatives)	Customer eXperience	inbound@enplus.co.jp
Going Overseas from Japan (Including HR representatives)	Customer eXperience	outbound@enplus.co.jp
Serviced & Rental Apartments		
Apartment Availability	Customer eXperience	request@enplus.co.jp
Apartment Contact (Extension, Termination etc.), Management, and Repairs	Asset Solution	tenant@enplus.co.jp
Referral & Intermediary Companies	Asset Solution	as@enplus.co.jp
Property Owners	Asset Solution	Property Manager

※For other inquiries, please contact our Corporate Department (info@enplus.co.jp)