

May 1st, 2020
Enplus Inc.
CEO Kana Kumoshita

To our valued Clients and Customers,

Thank you for your continued support of Enplus Inc.

Due to the likelihood of an extension of the State of Emergency declared in Japan, to ensure the safety of our clients and employees, and support the efforts in preventing the spread of the Novel Coronavirus(COVID-19), we are extending the duration of our measures indefinitely.

We apologies for any inconvenience this may cause and thank you in advance for your understanding.

Duration : In accordance with the extension of the State of Emergency of Japan

* Duration may be shortened or extended depending on the situation

Measures :

1. During the duration, employees will be telecommuting. Please contact them by email or call their direct line.
2. Employee working hours are weekdays 09:30 to 16:30 (JST) .
3. Office opening hours will be shortened to 2 times a week (Tuesday and Thursday), from 10:00 to 15:00 (JST) .
4. To help ensure a smooth telecommuting environment, we kindly ask for documentation, such as invoices, to be sent by PDF.
5. Client visitations and visits will both be temporarily prohibited
6. Services involving direct contact with our customers will be shifted to a non-contact form of support, including property viewing, apartment maintenance.

Inquiry	Department	E-mail Address
Global Relocation Management		
Coming to Japan from Overseas (Including HR)	Customer eXperience	inbound@enplus.co.jp
Going Overseas from Japan (Including HR)	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)