

## SUPER CONTACT CENTRE

# Launch of One-Stop Crisis Management Service

For Companies with Many Business Travelers

24 Hours Support All Year Round on behalf of your company

### Are you in trouble?

- To find out if an overseas business traveler is at the place and time of incidence.
- To reach out to employee immediately and update on the change of schedule.
- To reduce the labor of safety management.
- To develop a task force to handle the aftermath of the incident.
- To support check, change, reissue of airline tickets.
- To support new reservation and issue of airline tickets.



### Unique Capabilities of TASKAL

#### 1 On-Ground Immediate Response "Kaketsuke"

- On top of communication such as voice or video call, local staff rushes to the scene to support.

#### 2 Extensive Network over 100 Countries

- Responding to safety needs of all overseas travelers.
- Supported by local professional agents who are familiar with the environment.

#### 3 Dedicated Communication Apps

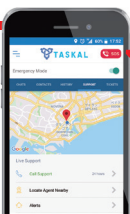
- Free access to chats, voice and video calls at any time & anywhere at ease with the Internet environment.
- Locate staff by GPS from Japan to activate prompt rescue.
- Newsfeed of safety information on domestic and overseas.

#### 4 Supported by crisis Management Companies

- In case of terrorist attacks, disasters or major accidents, we deal with them based on advice by safety management specialists.
- We deal with situations which regular insurance companies and travel agencies do not handle.



Separate fees are required depending on services.



**SOS Button**

**In times of emergency, press the SOS button to reach our call centre.**



ONE-STOP SOLUTION

On-Ground Immediate Response  
"Kaketsuke"



Extensive Network  
over 100 Countries



Supported by Crisis  
Management Companies



COMBINED MANAGEMENT BY Apps

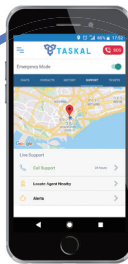
## Procedures of TASKAL

### Case 1

#### Dealing with Issues



Loss of passport



Contact through Apps



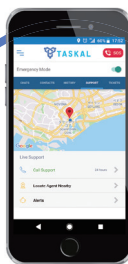
Local staff support  
the issue quickly

### Case 2

#### On-Ground Immediate Response Service "Kaketsuke"



Trouble facing  
difficulties



Contact through Apps



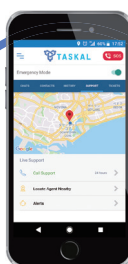
Local staff rushes  
to the scene to support

### Case 3

#### Arrangement Service for Major Emergency



Terrorist Attacks or Disasters



Contact through Apps



Respond accurately in Japanese

**Only use of business chat Apps with safety information is also available.**

It is possible for companies to install only business chat Apps with safety information if they are not able to introduce the full service of "Super Contact Centre" including advanced crisis management service. Please see the attached sheet for details.