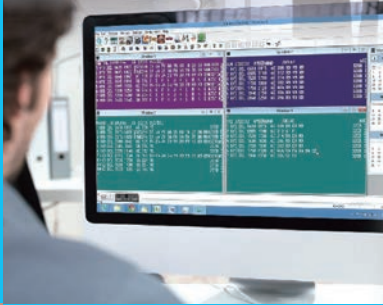




BTM SUPPORT SERVICE
For Travel Agencies



24 Hours Support All Year Round

CALL CENTRE

One-Stop Crisis Management Service



Ensuring Safety and Security of
International business Travelers together



Corporate Vision & Mission

24 Hours Support All Year Round

Rescheduling & Issuing of International Air Tickets

Wouldn't it be great if purchasing of airline tickets enable your clients to receive services such as overseas crisis management and support for their regional office branches or companies expanding abroad?

Our 24-hour call centre can not only change your reservation and issue airline ticket, but it can also provide services that overseas travel accident insurances do not cover or do not cover sufficiently.

Please use this service to create a big difference from other companies in the field of overseas business travel.

Growing Demand for Overseas Crisis Management

Safety management of business travelers (employees) is a mission for companies but it is often insufficient. Safety measures against terrorist attacks, ethnic conflicts and natural disasters which are happening frequently in recent years have become very important. Crisis measures that overseas business travelers requirements are diverse. It is common for both company and their overseas business travelers to desire maximum service at the time of emergency without spending large amount of money. Especially for companies with many overseas business travelers, this demand is expected to rise due to **the obligation in ensuring safety**. From the viewpoint of TRM (Travel Risk Management), TASKAL will renew the service concept of a travel agency that only process the conventional "ticketing service fee". There is not much difference in the service price regardless of where you purchase an international ticket but in the future, the place "where you purchase it" will be the key to compare that product or service.

We strongly believe that our service of "a call centre with one-stop crisis management service only for travel companies" will grow together with the usage of travel companies.

TASKAL RESOURCES SDN.BHD is BPO enterprises exclusively for travel companies. We operate services related to overseas business travel ticket during non-business hours of travel companies and we will even build backup systems for their clients 24 hours support all year round.

Company Name:
TASKAL RESOURCES SDN. BHD.

Address:
100.02.043, 129 Offices, Block J, Jaya One.
No.72A, Jalan Universiti, 46200 Petaling Jaya,
Selangor, Malaysia

Representatives:
Kabeta Tadayuki / Nakajima Shigeru

Capital:
1,000,000 Ringgit

Business Nature:
Agent work and support during non-business hours of travel companies supporting overseas business travel (change of reservation and issue of airline ticket) and etc.



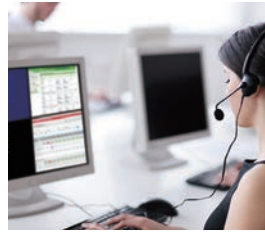
Details of BTM support service for travel companies

Function of TASKAL Call Centre



Check of booking record, change and reissue

We can make changes to airline tickets and other tickets at customer's travel destination.



Applicable to five GDS

INFINI **AMADEUS**

AXESS
アックスネットワーク

Sabre

Travelport
Accelerating travel commerce



New reservation and issue

We will issue airline tickets and other tickets according to customer's requirement.

*Ticketing service is carried out by a travel agency.



One-Stop Crisis Management Service

- ① On-Ground Immediate Response
- ② Extensive Network over 100 Countries
- ③ Dedicated Communication Apps
- ④ Supported by Crisis Management Companies

*Separate fees are required depending on services.

We handle tickets not only public fare but also private & company's contracted fare

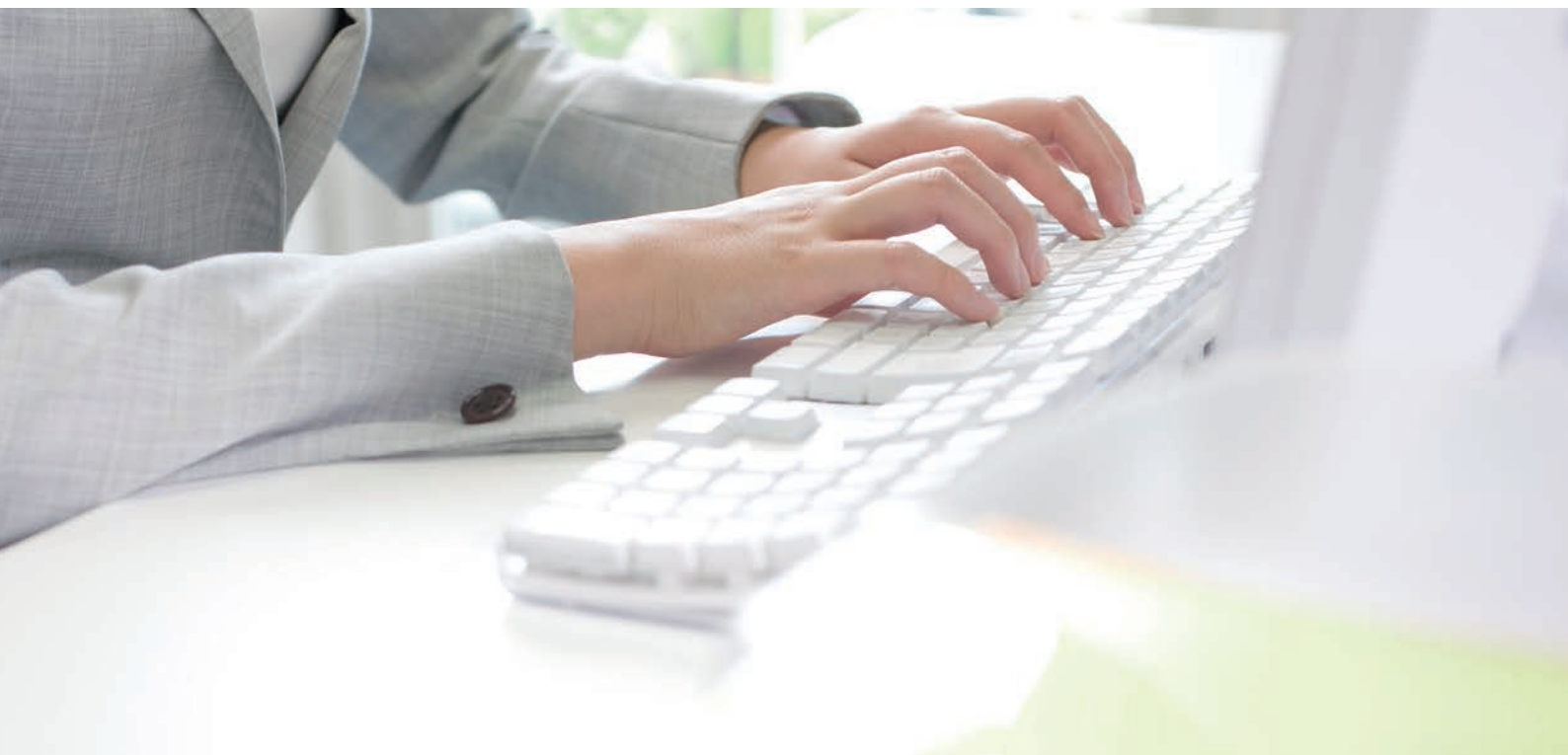
Agency works related to international ticket business

Reporting after every assignment

Available to non-IATA travel companies



Moreover "One-Stop Crisis Management Service"





Details of One-Stop Crisis Management Service

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 business travellers.

- Supported by local professional agents who are familiar with the environment.

3

Dedicated Communication App

- 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.



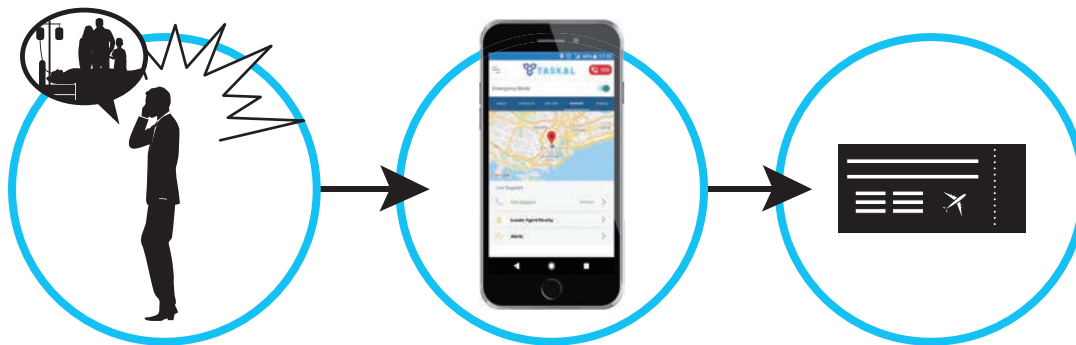

SOS Button

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



Procedures of TASKAL

Case 1 Handling Service of Immediate Return Ex: Heard of father's critical condition and want to return to Japan in hurry.



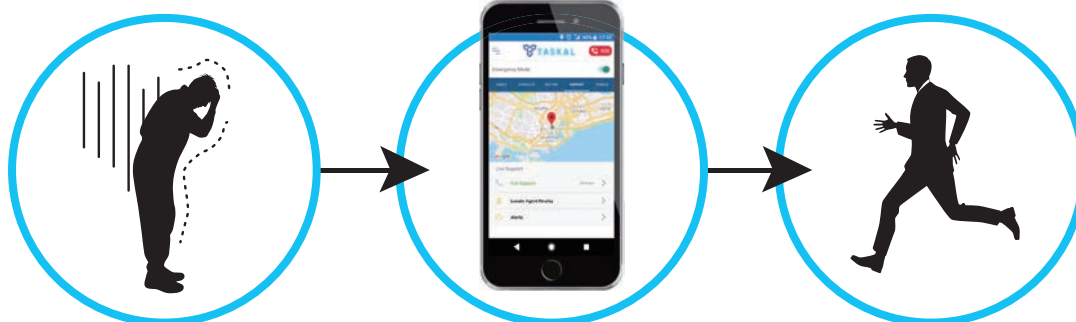
Need to return home immediately

Contact through Apps

Change and issuing flight ticket quickly

Case 2 On-Ground Immediate Response Service "Kaketsuke" Ex: Diabetes recurred during overseas business travel. My insurance company told pre-existing illness were excluded and didn't do anything.

➤ TASKAL searched for a hospital and I was hospitalized urgently. Relieved to get in touch with my company and family.

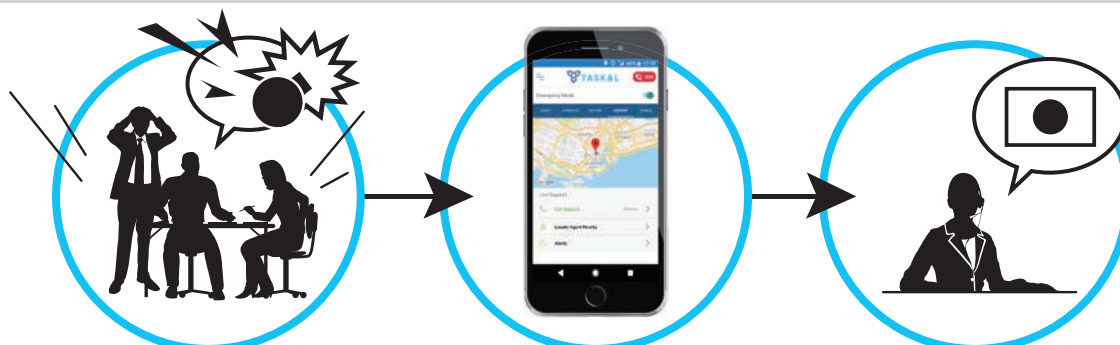


Trouble facing difficulties

Contact through Apps

Local staff rushes to the scene to support

Case 3 Arrangement Service for Major Emergency Ex: Terrorist Attack or disaster happened in a country. The staff of contracted clients knew the news and called their overseas business travel staff. Would like to get in touch with him during lost of contact.



Terrorist Attacks or Disasters

Contact through Apps

Respond accurately in Japanese



GPS with safety measures to monitor business travelers!



STANDARD PRICE

(Commercial use)

Light Support Plan

Monthly Incoming Call Credit	Reservation Service	Issue Service		Excess Incoming Call /call	Monthly Usage Fee
	New / Changed	Issued /flight	Reissued /flight		
30	Included in usage fee	—	—	¥3,200	¥120,000
20	Included in usage fee	—	—	¥3,200	¥80,000
10	Included in usage fee	—	—	¥3,200	¥56,000

We answer calls from a travel company and overseas business travelers and handle new reservation, change of reservation and other related tasks. In addition, we also work on unrelated tasks at an actual cost.

Premium Support Plan

Monthly Incoming Call Credit	Reservation Service	Issue Service		Excess Incoming Call /call	Monthly Usage Fee
	New / Changed	Issued /flight	Reissued /flight		
120	Included in usage fee	¥1,600	¥1,600	¥2,400	¥520,000
60	Included in usage fee	¥2,400	¥2,400	¥3,200	¥280,000
30	Included in usage fee	¥2,400	¥2,400	¥4,000	¥160,000
20	Included in usage fee	¥2,400	¥2,400	¥4,000	¥120,000
10	Included in usage fee	¥4,000	¥4,000	¥5,600	¥68,000

We answer calls from travel company and overseas business travelers and handle new reservation, change of reservation, issue ticket, change of ticket (ex: re-issue) and other related tasks. In addition, we also work on unrelated tasks at an actual cost.

Limited Support Plan

Monthly Incoming Call Credit	Reservation Service	Issue Service		Excess Incoming Call /call	Monthly Usage Fee
	New / Changed	Issued /flight	Reissued /flight		
20	Included in usage fee	¥2,400	¥4,000	¥3,200	¥120,000
10	Included in usage fee	¥2,400	¥4,000	¥3,200	¥80,000
5	Included in usage fee	¥5,600	¥8,000	¥5,600	¥24,000

We answer calls from travel company and handle new reservation, change of reservation, issue ticket, change of ticket (ex: re-issue) and other related tasks. In addition, we also work on unrelated tasks at an actual cost.

Wholesaler Limited Support Plan

Monthly Incoming Call Credit	Reservation Service	Issue Service		Excess Incoming Call /call	Monthly Usage Fee
	New / Changed	Issued /flight	Reissued /flight		
20	Included in usage fee	¥1,600	¥3,200	¥1,600	¥48,000
10	Included in usage fee	¥2,000	¥4,000	¥2,000	¥24,000
5	Included in usage fee	¥3,200	¥5,600	¥2,000	¥12,000
0	Included in usage fee	¥3,200	¥5,600	¥5,600	¥0

We answer calls from travel company dealing with an identified wholesaler and handle new reservation, change of reservation, issue ticket, change of ticket (ex: re-issue) and other related tasks.

Overseas Dispatching Plan and Features

Overseas Experience We cultivate human resources capable of recognizing the differences across borders as **opportunities** rather than **barriers**. They will think from an overseas perspective and suggest plans. This will be profitable to your company.

Cost Reduction TASKAL RESOURCES SDN.BHD company bears labour costs of the dispatched depend on the position personnel. Realize large cost down due to offset against the monthly basic fee. We do personal education and care during their stay.

Please inquire to us about the price of the overseas dispatching plan.

•Incoming Call = Communication (by call and audio call on APP), email.

Revised edition: Aug 2019

Overview of TASKAL Application

Reliable Security Measures

Monitor usage history of all employees

Because it can check access date/time, message contents and attachment, this can monitor employee's unauthorized use, private use and so on.

Prevent Leak of Confidential Information

This will allow administrator to delete the data contained in the employee's Apps and doesn't leak the damage to the external.

Comparison Table of Applications

	TASKAL	Other Business Chat Platforms
Chat	○	○
File Sending	○	○
Voice / Video Call	○	○
Group Management	○	○
Overseas Safety Support <small>Separated fees are required depending on services</small>	○	×
Monthly Fee	¥250~	¥500 ~ ¥600

Application Name:

TASKAL

Overview:

A collective term for cloud-based systems that can be used through the application by mobile and web. This is a One-stop full support service for overseas travelers to receive support at their destination from supporting groups (call center, handled travel agency, resident local partner and crisis management company)

Release Date:

2018

Supported Mobile Operating System:

iOS Version 8.0 or later, Android 4.1 or later (API version 16 or later)

Supported Web Operating System:

Google Chrome, Microsoft Edge, Mozilla Firefox, Safari, Opera (All latest Ver.)

Type:

Private support communication, Voice•Video communication, Security Support

Available Languages:

Japanese, English

