

## TOKYO's MARKET & TREND REPORT

## TOKYO IS A CITY THAT CONTINUES TO GROW AND MATURE.

Tokyo is making its presence felt around the world as a global megacity and fulfilling its role as the engine that drives Japan's economy. The city boasts a concentration of diverse industries, excellent technologies, and a rich supply of human resources unmatched by any other city. While Tokyo is a mature megalopolis in this way, it also has unique charm, including an abundance of nature, which provides beautiful changing scenery year-round.

In the various visions Tokyo has formulated to achieve sustainable future growth, it has set forth goals to become "the world's most open city—a city where people, goods, and money gather from around the globe" and "the world's leading startup city— where new industries are constantly born."

This means that numerous ecosystems will be created and global companies from around the world, highly qualified talent, and startups will all gather in Tokyo.

Through diverse collaboration between these companies, Tokyo will become a city of the future where new business and innovation that resolve a range of social issues continue to be generated.

With such a vision, the Tokyo Metropolitan Government is strongly promoting a variety of measures to support Japanese and foreign companies, startups, and entrepreneurs who hold advanced technologies in smoothly developing their business. We are also currently working to achieve the deregulation needed.

The world is now fighting a tough battle against the coronavirus, and Tokyo, as well, is engaged in confronting this crisis. I hope that after we overcome this crisis together, you will come to Tokyo to seize your chance to succeed in this productive business environment.

I truly look forward to welcoming you to Tokyo!

We hope you would take this opportunity and lead to the success of your business.

The Tokyo Metropolitan Government is ready to provide our full support for your challenge.

Governor of Tokyo
Yuriko KOIKE

## **About "UNLEASH TOKYO"**

## Explore Tokyo from a whole new angle —

the Tokyo Metropolitan Government is supporting initiatives focused on attracting startups interested in doing business in Tokyo, and as part of this will run an event "UNLEASH TOKYO", showcasing the city as an innovation hub. Running 9-11 March 2021, this will be an unmissable event for startups looking to expand into one of the world's most famous cities.

In the last few years, the gap between Japan and other regions of Asia has narrowed and business collaborations have increased as a result.

Japanese companies, especially those from the tech and financial industries, have become increasingly interested in expanding their reach across Asia. Many companies have opened offices in countries such as Singapore, Hong Kong, and Vietnam, with venture capital flowing overseas as well.

On the other hand, there has also been increasing interest all over Asia to expand into Japan, specifically Tokyo. Not only has it brought new innovative ideas from a diverse range of entrepreneurs, but also is also inspiring the city to look for new ways in becoming a world-leading place for business.

As the political and economic center of Japan, Tokyo is strengthening efforts to attract overseas companies and talent.

The city appeared for the first time in the 2020 edition of Startup Genomes "Global Startup Ecosystem Report (GSER)", ranking 15th. It achieved high scores in factors such as knowledge, talent, and funding.

Moreover, the Tokyo Metropolitan Government created to help connect and consolidate the various government, corporate, and R&D initiatives for innovative startups. The past year, Japan moved up ten places to 29th on the World Bank's "Doing Business 2020" rankings which measure the ease of doing business, with a long term goal to become number one by 2030.

In promoting Tokyo as the next hotspot for business, the Tokyo Metropolitan Government will hold the inaugural "UNLEASH TOKYO" summit on March 9-11, 2021. The event aims to promote the irresistible Tokyo lifestyle as well as business, policy, people, market, and culture.

"Unleash Tokyo" will deliver fresh perspectives about Tokyo and its new possibilities. It's an event that cannot be missed and is a great gateway to the next big startup hub in Asia.

## **AGENDA**

- Japan's Tech Market and Trend
- Japan's FinTech Market and Trend
- Introduction of Support Service by Tokyo Metropolitan Government

## JAPAN'S TECH MARKET AND TREND



## **Japan's Tech Market and Trend**

## **AGENDA**

- Market Potential
  - Distribution of the number of start-up companies and investment amount in Tokyo
- Al Market Overview
  - Purposes/needs of Introducing AI by Japanese Companies
  - Trends in the Al market in Japan
  - Trends in the AI market growth in Japan by Category
- Basic landscape of Tokyo/Japan
  - Industry accumulation in Tokyo
  - Acquisition of highly-skilled human resources (Japan)
  - Legal development of intellectual property (Japan)
  - Political and social stability (Japan)
- Tokyo Metropolitan Government Related Strategy "Future Tokyo" Strategic Vision –

## Japan's Tech Market and Trend – Market Potential DISTRIBUTION OF THE NUMBER OF START-UP COMPANIES AND INVESTMENT AMOUNT IN TOKYO

In terms of the investment status of startups, software ranks high in terms of company, number, and total procurement amount, and finance, insurance, and real estate have recently increased their procurement amount, and growth in this field is expected.

Classification	Company- wide number	Total valuation	Total procurement amount	Between 2016 and 2018  Total procurement amount	Procurement amount for the last 3 years relative to the total procurement amount
Software	192	857,856,591,000	162,224,084,000	42,144,907,000	26%
Consumer services and sales	185	442,678,990,000	130,046,267,000	35,381,540,000	27%
Business service	122	405,907,494,000	97,578,924,000	29,374,584,000	30%
IT services	117	302,375,961,000	75,121,876,000	23,360,736,000	31%
Medical / Healthcare	73	259,240,200,000	77,041,496,000	26,140,598,000	34%
Finance / insurance / real estate	57	314,480,652,000	92,864,989,000	31,538,611,000	34%
Semiconductors / Other Electronic Components / Products	46	144,338,608,000	44,143,011,000	12,481,300,000	28%
Industry / energy	35	190,124,216,000	44,866,769,000	10,426,282,000	23%
Biotechnology	25	79,061,079,000	35,386,262,000	11,516,216,000	33%
Environment related	17	214,412,489,000	66,551,174,000	7,643,905,000	11%
hardware	121	36,948,370,000	12,926,841,000	5,269,495,000	41%
Communication / networking	6	27,851,316,000	17,403,967,000	1,225,016,000	7%
total	886	3,275,275,966,000	856,155,660,000	236,503,190,000	28%

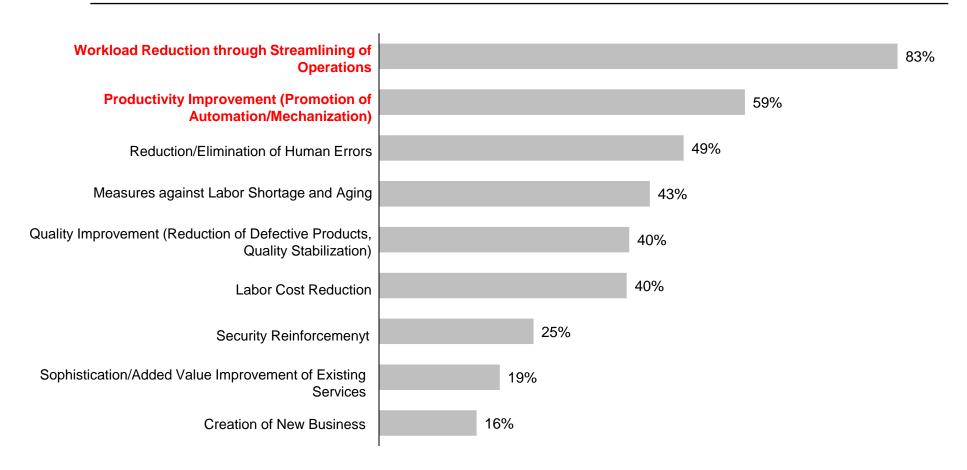
<sup>\*</sup>Enter the result of 13,795 companies listed in the database at the time of our data acquisition of these, 886 companies are extracted and analyzed based on (1) the corporate value is published on entrepedia and (2) the startup headquartered in Tokyo. "Industry" is aggregated based on the identification by the user base company. However, for the following industries, the figures are added up at the time of aggregation; IT service: "Computer-IT service", Software: "Computer-Software", Hardware "Computer-Hardware", Biotechnology: "Biotechnology" + " Biotechnology ICT", Medical / Healthcare "+" Medical / Healthcare "+" Medical / Healthcare ICT", Environment-related: "Environment-related ICT", Finance / Insurance / Real Estate: "Finance / Insurance / Real Estate ICT", Industry / Energy: "Industry / Energy IC

Source: Uzabase from "entrepedia(startup database)" creation (data acquisition is as of March 2019) Accenture creation

## PURPOSES/NEEDS OF INTRODUCING AI BY JAPANESE COMPANIES

The domestic companies cited streamlining of operations/mechanization/automation as the main purposes/needs for introducing AI.

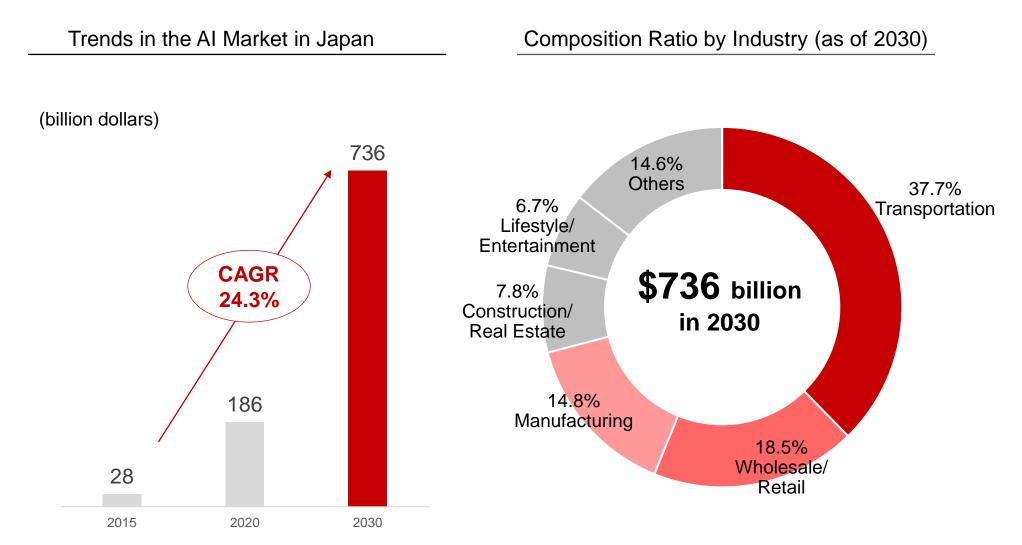
Purposes of Introduction by the Companies Interested in AI (Multiple Answers,%)



Source: Information-technology Promotion Agency, Japan (IPA) "Al White Paper 2019" Copyright © 2021 Accenture. All rights reserved.

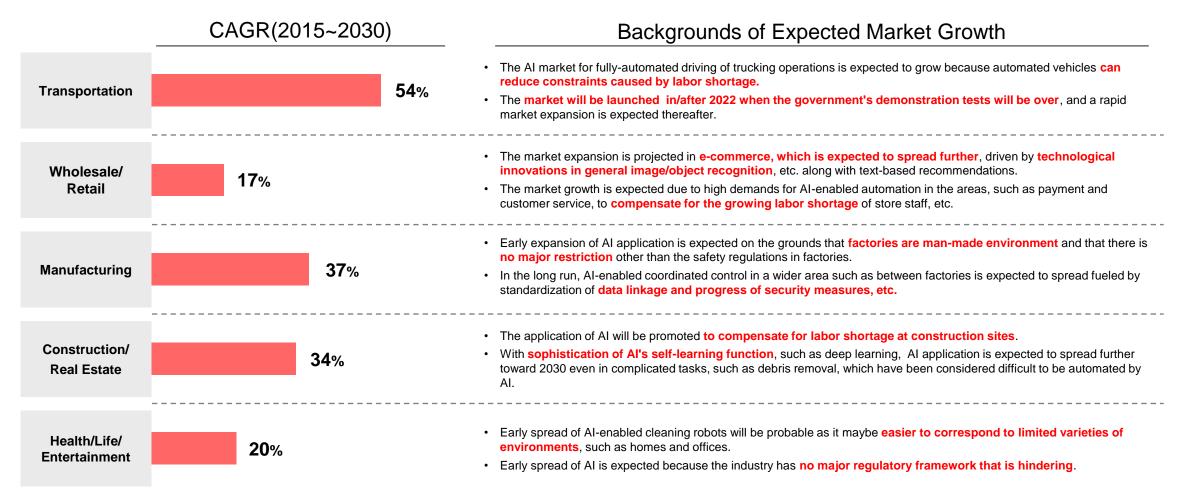
## TRENDS IN THE AI MARKET IN JAPAN

IT development infrastructure includes Al but the Al-related market in Japan is expected to grow to \$736 billion in 2030.



## TRENDS IN THE AI MARKET GROWTH IN JAPAN BY CATEGORY

The AI market growth has been driven by growing needs for automated operations due to a serious shortage of labor, as well as expansion of the AI applicable industries with the advancement of practical application, sophistication and standardization of technologies around AI.

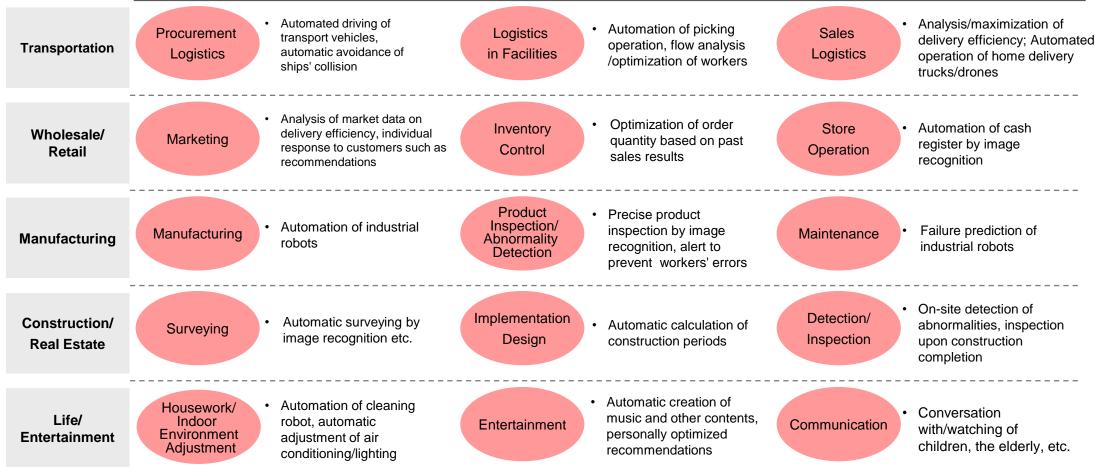


Source: Information-technology Promotion Agency, Japan (IPA) "Al White Paper 2019", EY Institute "Artificial Intelligence Brings 'Creation' and 'Destruction' to Management" Copyright © 2021 Accenture. All rights reserved.

## MAJOR USE CASES OF ALIN JAPAN

The major use cases are the ones related to automation of tasks, which have conventionally performed by humans, reduction of human errors, etc., and improvement of added values through optimization of individual service provider.

## Major Use Cases of Al Introduction in Japan

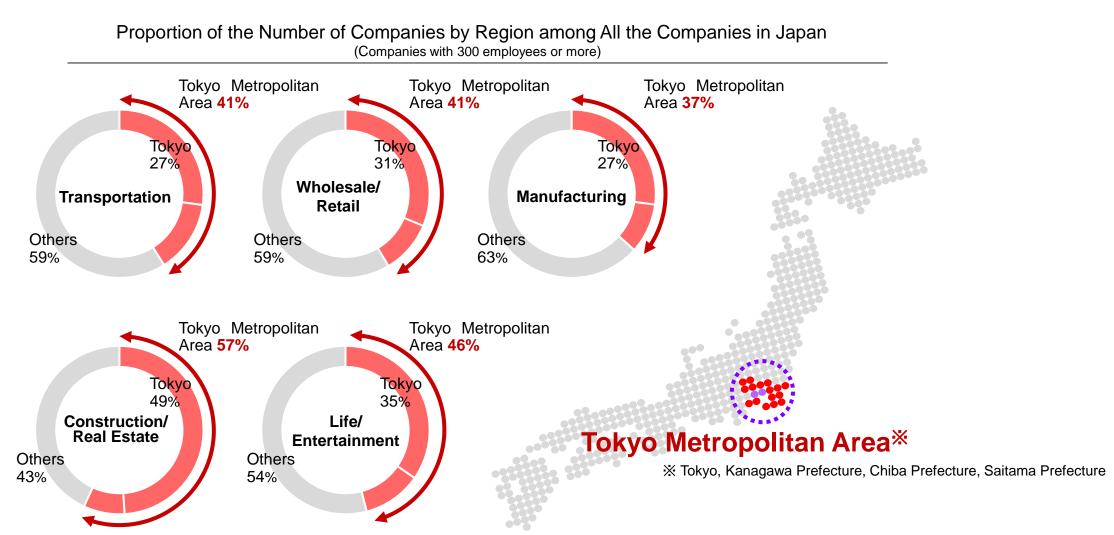


Source: Information-technology Promotion Agency, Japan (IPA) "Al White Paper 2019", EY Institute "Artificial Intelligence Brings 'Creation' and 'Destruction' to Management" Copyright © 2021 Accenture. All rights reserved,

## Japan's Tech Market and Trend - Basic landscape of Tokyo/Japan

## INDUSTRY ACCUMULATION IN TOKYO

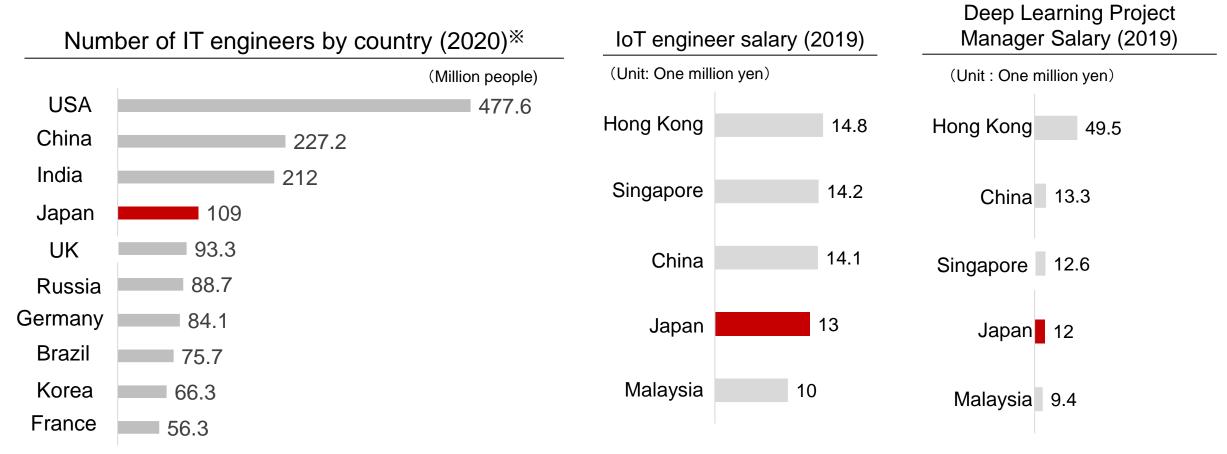
In Japan, about 40% or more of the companies in the various industries are located in the Tokyo metropolitan area.



Source: Statistics Bureau of Japan,"2016 Economic Census - Activity Survey of Enterprises, etc., Cross-sectional Aggregate of Industries. Copyright © 2021 Accenture. All rights reserved.

## Japan's Tech Market and Trend - Basic landscape of Tokyo/Japan ACQUISITION OF HIGHLY-SKILLED HUMAN RESOURCES (PROFESSIONALS): ACCUMULATION OF ENGINEERS

Japan ranks fourth in the world in terms of the number of IT engineers in each country, and highly-skilled human resources related to information and communications are relatively concentrated. Labor costs for engineers tend to be low in Japan.



<sup>※:</sup> Of the workers in the information and communication industry, those classified as "professionals" or "engineers and associate professionals" in the International Standard Classification of Occupations (ISCO) are considered to be IT technicians in 92 countries and regions around the world for which data are publicly available.

Source: Human Resocia "IT Engineer Report vol.1 Summary of the Number of IT Engineers in 92 Countries" Copyright © 2021 Accenture. All rights reserved.

## Japan's Tech Market and Trend - Basic landscape of Tokyo/Japan

## LEGAL DEVELOPMENT OF INTELLECTUAL PROPERTY, ETC.

Japan is ranked 6th in the index that analyzes the development of intellectual property systems, and the regulatory environment that promotes research and development is in place.

## TOP 10 COUNTRIES IN THE IP PROTECTION RANKING (2019)

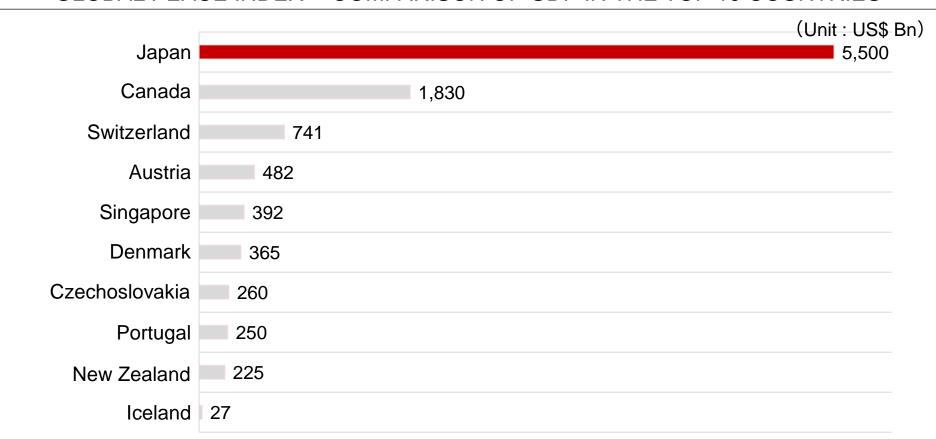
	Name	Region	Score	Annual Change	Global Rank
	Finland	Western Europe	8.712	▲ 0.020	1
**	Switzerland	Western Europe	8.571	<b>▼</b> -0.046	2
	New Zealand	Asia And Oceania	8.514	▼ -0.117	3
<b>(</b> ::	Singapore	Asia And Oceania	8.462	▲ 0.058	4
* *	Australia	Asia And Oceania	8.363	▲ 0.034	5
	Japan	Asia And Oceania	8.323	▲ 0.092	6
+	Sweden	Western Europe	8.280	▼ -0.115	7
+	Norway	Western Europe	8.279	▼ -0.170	8
	Luxemburg	Western Europe	8.275	▼ -0.021	9
	Netherlands	Western Europe	8.273	▼ -0.051	10

## Japan's Tech Market and Trend - Basic landscape of Tokyo/Japan

## POLITICAL AND SOCIAL STABILITY

Japan ranks in the top 10 countries in the Global Peace Index, which evaluates political and social conditions based on the criteria of "safety and security," "current conflict," and "militarisation," and is a large-scale market. It occupies the best position as a country with.





<sup>\*\*</sup>EThe Institute for Economics & Peace (IEP) analyzes and evaluates three criteria for each country, consisting of "safety and security," "current conflict," and "militarization.

Source: The Institute for Economics & Peace (IEP) "GLOBAL PEACE INDEX GLOBAL PEACE INDEX 2020", IMF "World Economic Outlook database 2018"

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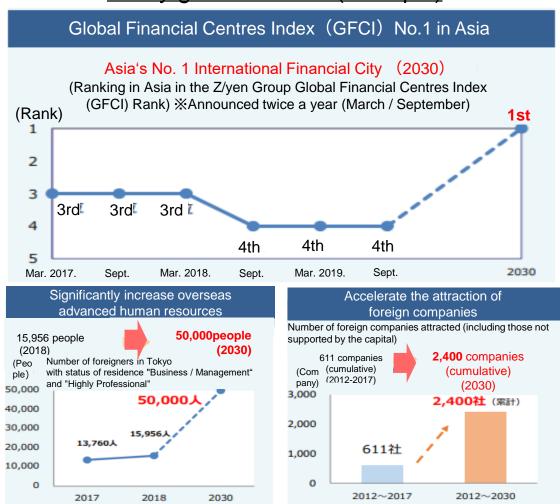
## Japan's Tech Market and Trend TOKYO METROPOLITAN GOVERNMENT RELATED STRATEGY - "FUTURE TOKYO" STRATEGIC VISION

Tokyo is planning a vision to create an environment for evolving Tokyo into the most business-friendly city in the world.

## "Future Tokyo" Strategic Vision

- Earn Tokyo Innovation Strategy: Create an environment to evolve Tokyo into the most business-friendly city in the world, increase the productivity and added value of Tokyo's industries, and create new businesses and innovations.
  - Create an attractive business base: : By collaborating with companies and highly-skilled human resources around the world, we will promote the creation of innovation and establish our position as a financial hub in Asia that creates financial services that contribute to <a href="mailto:smooth financing of companies">smooth financing of companies</a> and <a href="mailto:solving social issues">solving social issues</a>.
  - Enhance Tokyo's industrial strength by utilizing and collaborating with cutting-edge technology: Increase the industrial power of Tokyo by utilizing cutting-edge technologies such as AI, IoT, and robots, creating innovation through organic collaboration with large companies, small and medium-sized enterprises, universities, etc.

Policy goals for 2030 (example)



## JAPAN'S FINTECH MARKET AND TREND



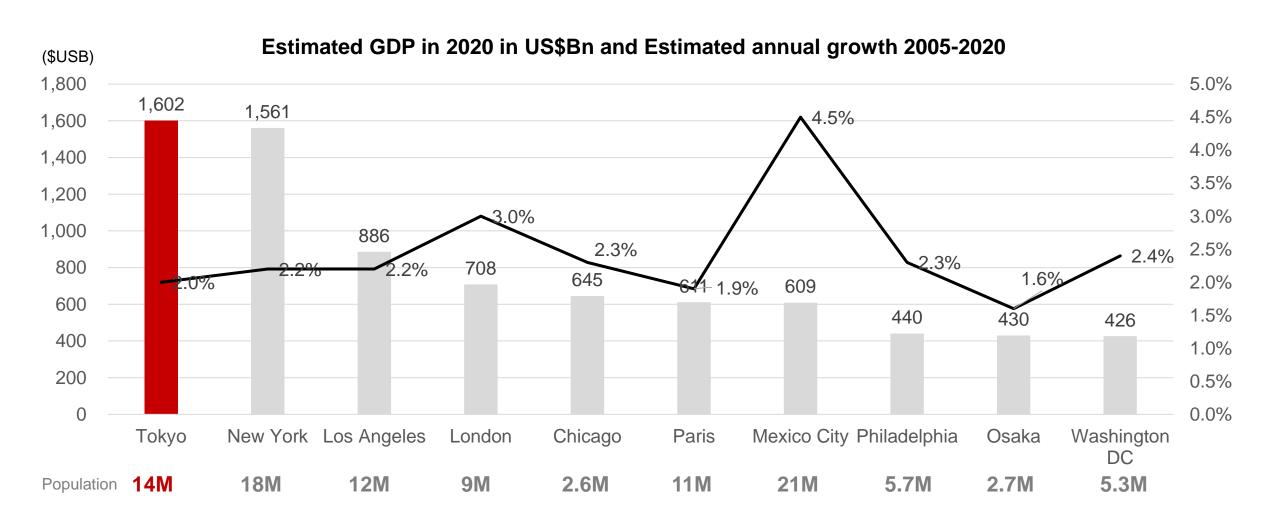
## Japan's FinTech Market and Trend

## **AGENDA**

- Market Overview
  - Tokyo's economy by GDP
  - Household assets in Japan
  - Financial industry market size in Japan (2019)
  - FinTech activity in Asia (Top 6) and Japan
  - Japan's FinTech investment by products
- Government Initiative in Financial Industry
  - "Global Financial City: Tokyo" Vision

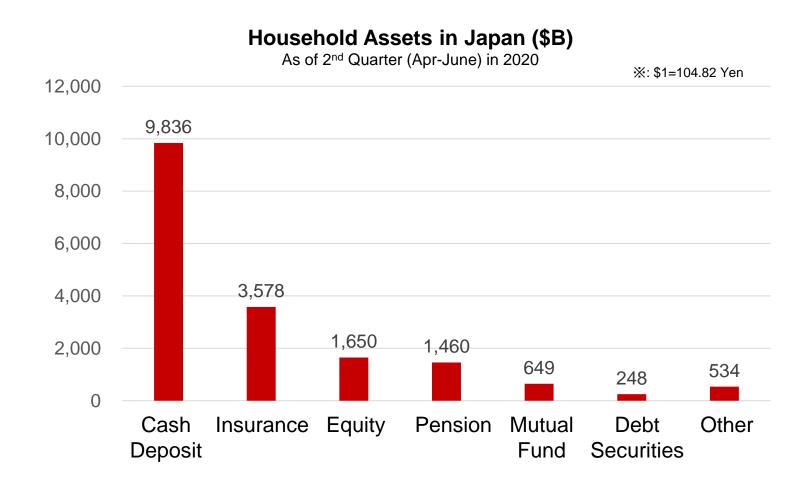
## **TOKYO'S ECONOMY BY GDP**

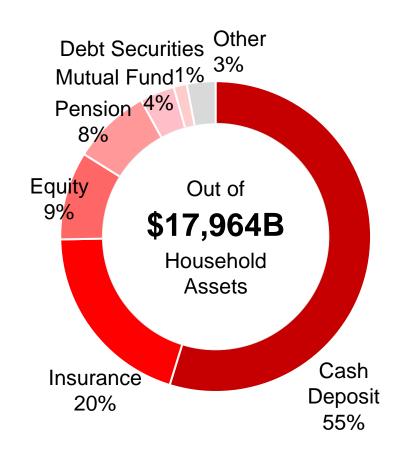
Tokyo is the No1 GDP city in the world, holding \$1,602 B of GDP with the 14M population.



## **HOUSEHOLD ASSETS IN JAPAN**

Total household assets in Japan (Q2, 2020) is \$17,964B. Among the assets, 55% is Cash and Deposit.



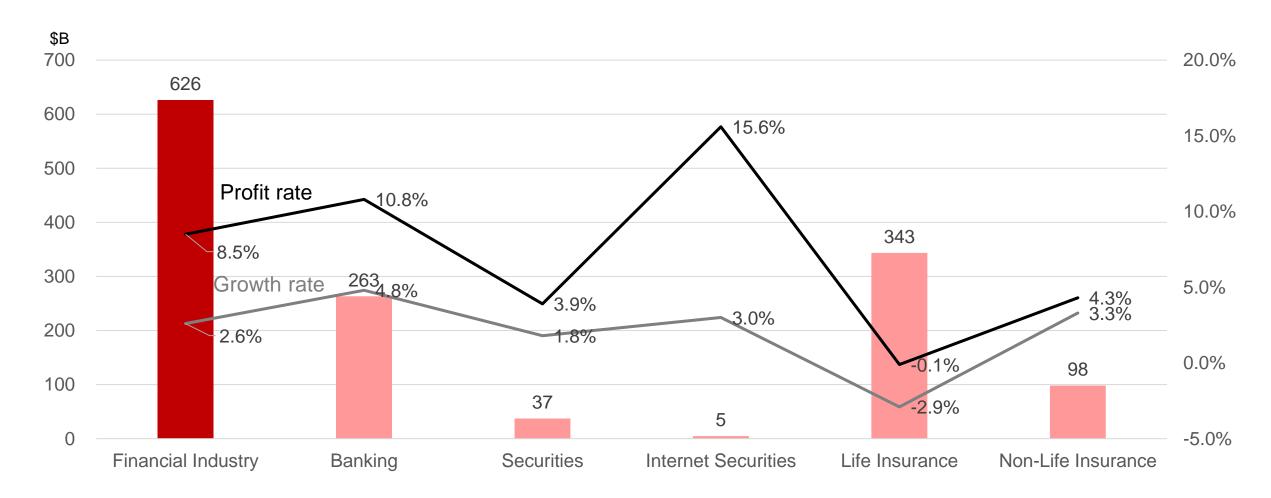


Source: Statistics of Flow of Funds (Q2 202), Bank of Japan

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## FINANCIAL INDUSTRY MARKET SIZE IN JAPAN (2019)

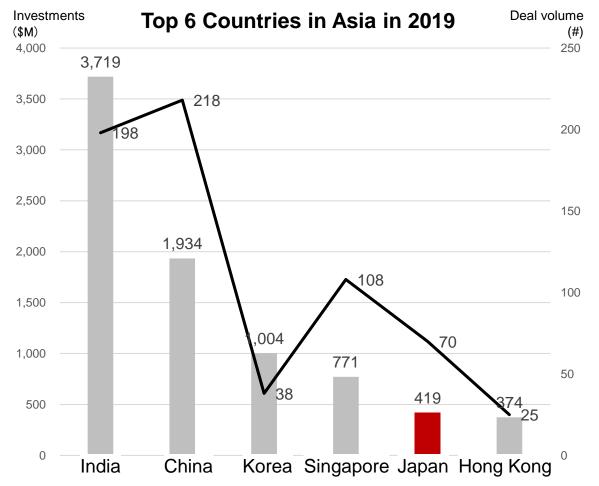
Among the Financial Industry, life insurance and Banking are the biggest markets, while the growth rate of life insurance went negative in 2019.

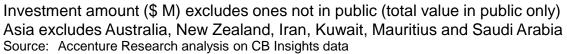


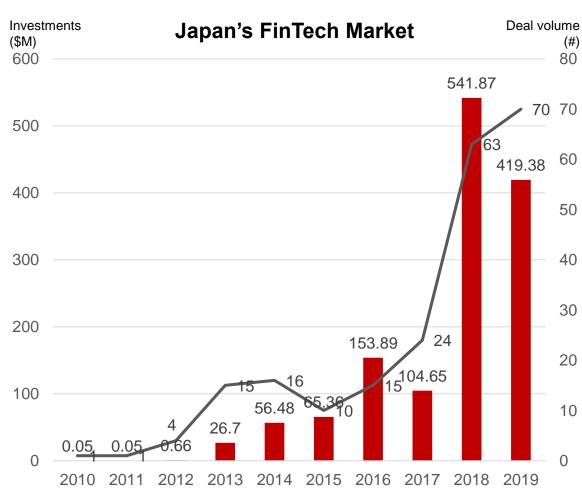
Source: gyokai-search.com

## FINTECH ACTIVITY IN ASIA (TOP 6) AND JAPAN

Of the top 6 in Asia, Japan is 5th. The amount per deal is highest in South Korea, followed by India. Japan's FinTech investment has been rapidly increased especially after 2018.

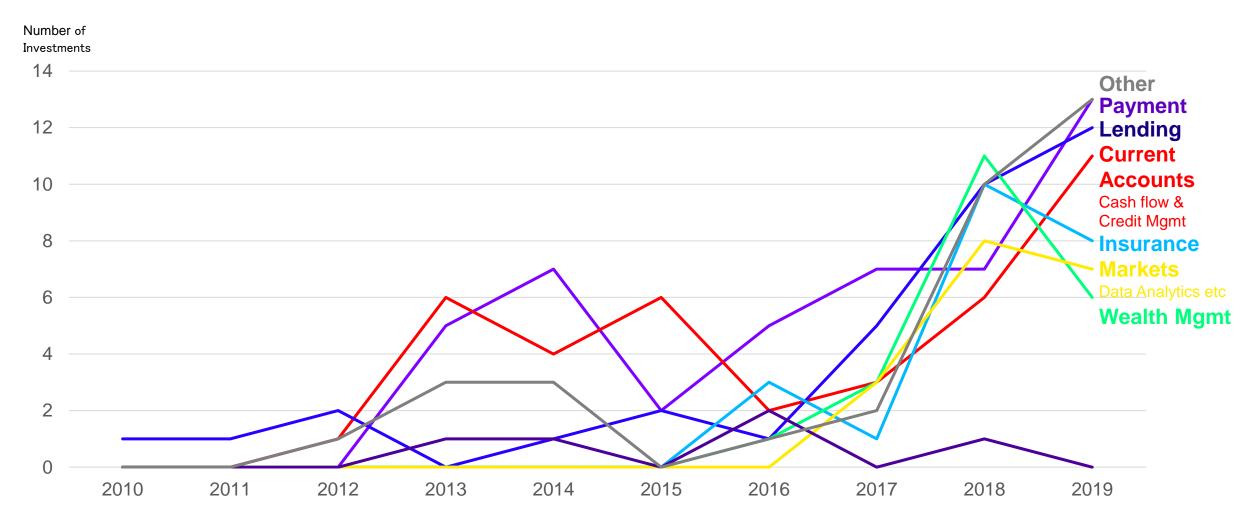






## JAPAN'S FINTECH INVESTMENT BY PRODUCTS

Payment solutions are the most invested solution, followed by Lending and Current Accounts (eg: cash flow & credit management).



Source: Accenture Research analysis on CB Insights data

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## Japan's FinTech Market and Trend - Government Initiative in Financial Industry

## "GLOBAL FINANCIAL CITY: TOKYO" VISION

In November 2016, TMG established the "International Financial City / Tokyo Ideal Way Roundtable" consisting of experts from Japan and overseas, and based on the results of the study, in October 2017, the world's leading international financial city / Toward the realization of Tokyo, we have formulated the "Global Financial City: Tokyo" Vision concept that promotes various initiatives under the cooperation system of the public and private sectors such as the national government, the private sector, and the City of London.

## 1. Creating an attractive business and living environment

- (1) Review reduction of tax burden
- (2) Strengthen the consultation system and English services for financial business-related administrative procedures
- (3) Create a living environment where foreign financial professionals can live and work comfortably
- 2. Nurturing players for participation in the Tokyo market
  - (1) Attract overseas financial companies
    - 1 Measures such as offering incentives and easing regulations to attract firms
    - 2 Collaborative efforts by the public and private sectors for overseas promotion
    - **③ Establish the Tokyo Financial Award (name TBD)**
  - (2) Cultivate asset management businesses
  - (3) Nurture FinTech businesses
  - (4) Nurture financial professionals

### 3. Contributing to solving social issues

Ensure the perspective of investors and customers first to make sure business operations that place the customer first (fiduciary duty), aiming for realization of the Tokyo market that actively promotes initiatives, like ESG investment, to resolve social issues.

Establish and implement the Tokyo Financial Award

"Global Financial City: Tokyo" Vision



## INTRODUCTION OF SUPPORT SERVICE

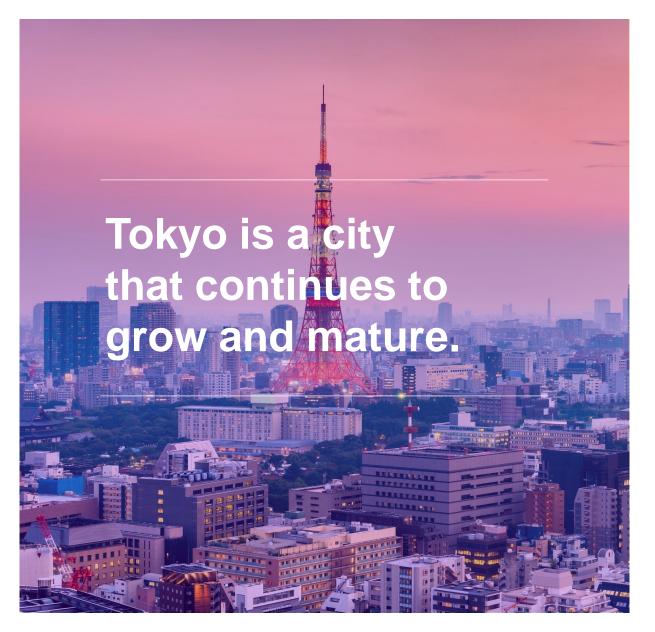
BY TOKYO METROPOLITAN GOVERNMENT



## **Introduction of Support Service by Tokyo Metropolitan Government**

## **AGENDA**

- The "True Tokyo" as a Business City
- Various Supports by Tokyo Metropolitan Government
  - Support overview
  - Access to Tokyo (A2T)
  - Free Consulting Service
  - Business Development Center TOKYO (BDCT)
  - Tokyo One Stop Business Establishment Center (TOSBEC)
  - Partnership Support
  - Startup Ecosystem TOKYO CONSORTIUM
- Useful Information



## The "True Tokyo" as a Business City

The Tokyo Metropolitan Government has been engaging in full-scale efforts to attract foreign companies to Tokyo since 2012, to create innovation through attracting leading foreign firms and achieve sustainable development of the metropolitan economy.

## **\$10B GDP**

Tokyo is world No.1 City

## 3700 Listed Company with aggregate of 6 trillion

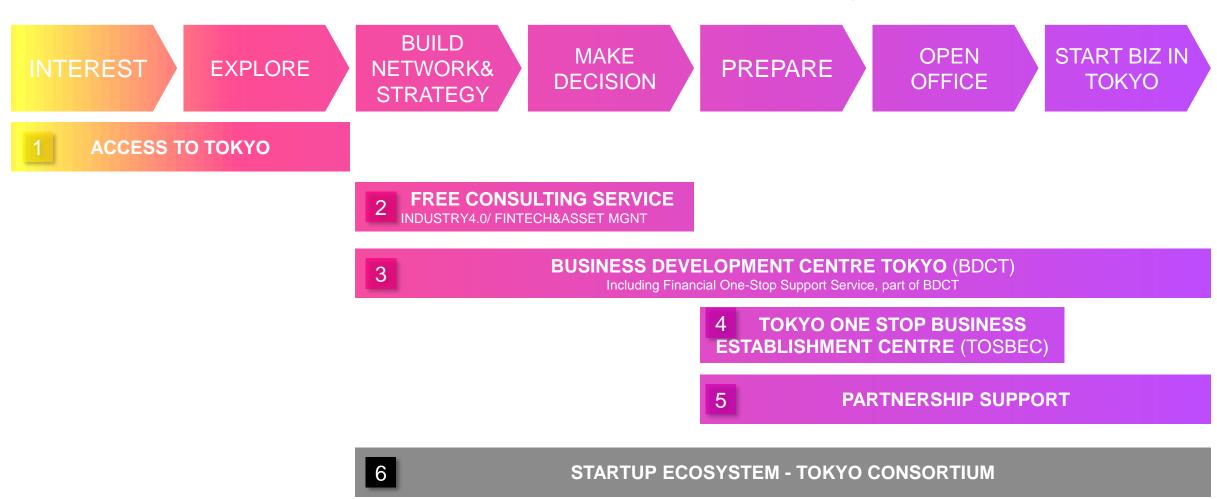
World No.3, Asia No.1

## **13.9 Million Population**

World No.1 populous metropolitan area in the world.

## SUPPORT OVERVIEW

Tokyo Metropolitan Government (TMG) sponsors a range of free support services to foreign companies that create connections with Japanese market leaders. These are offered to businesses looking to expand to Tokyo.



## **ACCESS TO TOKYO – A2T**

Access to Tokyo (A2T) is your touchpoint of Tokyo in your local business community. Please feel flee to contact us if you have any question about Tokyo.

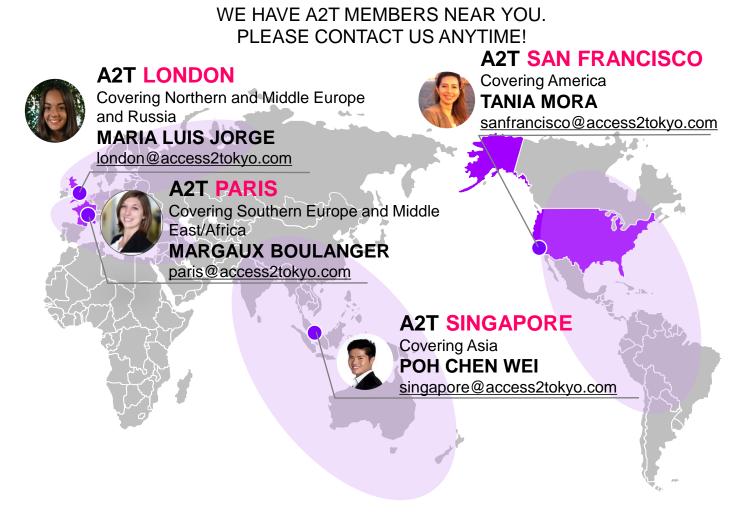
WE ARE YOUR TOKYO TOUCHPOINTS AND SUPPORT YOU IN A VARIETY OF WAYS. WE...











## FREE CONSULTING SERVICE

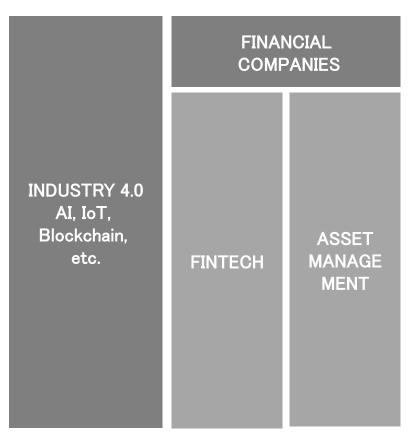
Free consulting services provide you with tailored services, based on your company's needs and requests, to accelerate your decision making to expand your business into Japan and Asia via Tokyo.

### WHAT KIND OF SERVICES?

## Market Formation of Analysis Entry Strategy Business Cost Simulation Partner | Identification Financial Office Search **Incentives** Recruiting Registration, Support **Business Permit** Support

···and any other requests

### WHO ARE THE TARGET COMPANIES?



### SUCCESS STORIES?



## makeblock

""teachers and parents here are taking STEM education more seriously. The projected growth of the IT market also makes right now a great chance to enter Japan."



## **BUSINESS DEVELOPMENT CENTER TOKYO - BDCT**

The Business Development Center TOKYO (BDCT) provides the Tokyo Metropolitan Government's comprehensive service for foreign companies who are considering establishing in or expanding to Tokyo.

We offer a complete support package that covers all aspects **from business through to lifestyle issues.** 

Through such activities, we help to accelerate and amplify the development of business in Japan's capital city.

### WHAT ARE THE SERVICES?



### For FINTECH and ASSET MANAGERS

Financial
One-Stop
Support
Service

Within the BDCT, there is the Financial Desk Consultants who answer various questions posted by foreign financial companies, considering establishing their business in Tokyo.

Advice on Japan's financial rules and regulations

## Introduce Experts

- Lawyers
- Accountants
- Tax Accountants
- Administrative
   Scriveners

Supports
Application for
Subsidy

These services are • • •

- ☑ FREE
- ☑ Supported by the Financial Experts such as Lawyers

## TOKYO ONE STOP BUSINESS ESTABLISHMENT CENTER - TOSBEC

TOSBEC helps facilitate the prompt completion of various filing procedures required when starting a business, including:

Certification of articles of incorporation

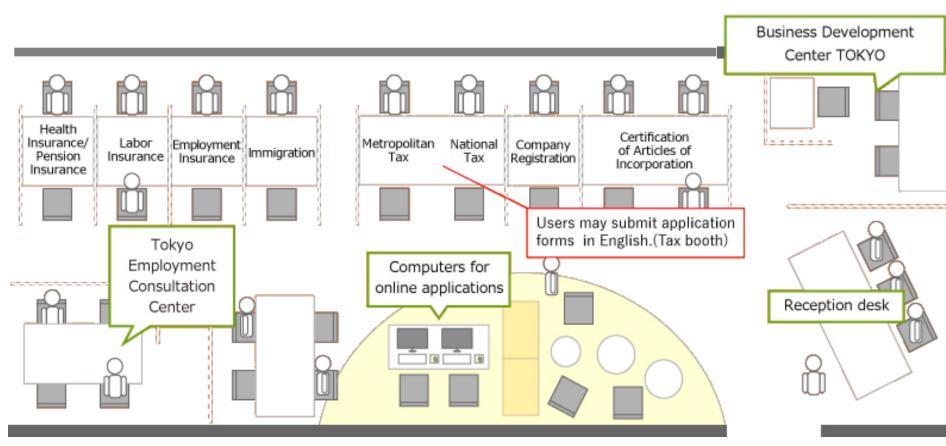
Company Registration Taxes

Social security

Immigration

These services are

- ☑ Can be provided by Electronically
- ✓ Translated in Multiple Language



## PARTNERSHIP SUPPORT

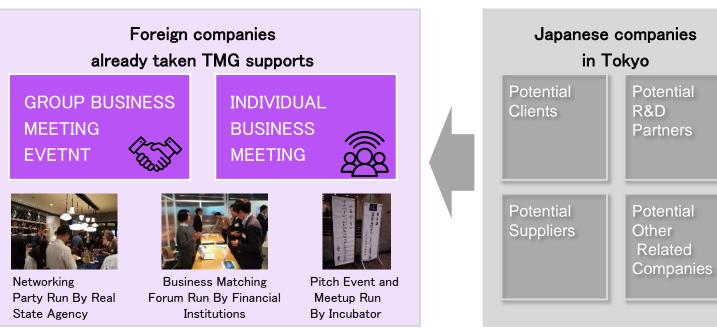
Partnership Support is a key part of our offerings for foreign companies including Free Consulting Service, equipping businesses with the key connections to accelerate their business in Tokyo.

This tailored service supports companies through detailed interview to determine business matching needs and try to find and offer the best partners such as clients, suppliers and other related organizations within Tokyo.

Furthermore, those foreign companies will be invited to an event of business meeting run by the Tokyo Metropolitan Government to provide the opportunity to meet potential partners.

# Free Consulting Service Tokyo Financial Award Tokyo Financial Award

## HOW OUR SERVICE WORKS?



MORE THAN **250** MATCHINGS PER YEAR

## STARTUP ECOSYSTEM - TOKYO CONSORTIUM

Do you know how many accelerator programs in Tokyo each year? There are more than 50 accelerator programs in Tokyo each year!



## TOKYO CONSORTIUM · · ·

- ☑ Is Established in 2020
- ✓ Is To Create Global Startup Ecosystem in Tokyo
- ✓ Consists of More Than 200Companies and Organizations
- ☑ Aggregates major innovation activities in Tokyo
- ✓ Shares Special Support to Accelerate Innovation In Tokyo
   AND Your Business Expansion in Tokyo

### **Create Connections**

-Network various players
-Create new connections and driving
innovations with wide-range participation
from startups to established enterprises

### Share information/ Enhance infrastructure

-Identify various resources
Related to the ecosystem and share
the information
-Deliver latest information

## Make Tokyo visible and attractive

-PR startup ecosystem in Tokyo Broadly
-Make Tokyo visible both globally and internally
and attract startups
and investments to Tokyo

## Corporate with

### The National Government

-Contribute to the national growth strategy as the global hub city
-Request timely deregulation and other initiatives of the government and collaborate on international promotion, etc.,

## Diverse Innovation Hub of "Greater Tokyo"

-Realize diverse functions of the ecosystem through alignment with hub cities in Tokyo Metropolitan Area

## "spot" x "deep" ecosystem:

Focusing specific field and generating innovations through collaborations of advanced specialists

## Basic ecosystem:

Strengthen interconnection among startups, companies, individuals and universities, promote utilization of data and establish greater platform

## **USEFUL INFOMRATION**

The official website of Invest Tokyo provides useful information for foreign companies. There is also a chatbot that is available 24 hours a day, 365 days a year





**INVEST TOKYO** 

https://www.investtokyo.metro.tokyo.lg.jp/en/

## **CHATBOT**

## **Chatbot assistant now available for your Invest Tokyo experience**

- ✓ 24/7 support for your Tokyo expansion
- ✓ Helpful website navigation
- ✓ Answers your questions on Tokyo's support programs, business environment & more!



Ask me "Why Tokyo?"

**FAQ Chat** 





https://www.linkedin.com/company/bdc-Tokyo/



https://www.youtube.com/c/InvestTokyo

## **PRESUMPTIONS**

- 1. All materials provided in the course of this business to the Requesting Party by Tokyo Metropolitan Government (TMG) ("Support Materials") have been prepared only for the intention of being treated as confidential within the Requesting Party or contain copyrights held by third parties. By receiving the Support Materials, the Requesting Party will not obtain any right of publication of the Support Materials or the right to disclose the Support Materials to a third party. The Support Materials themselves have no meaning and shall be considered complete only when accompanied by an oral explanation by TMG. The Requesting Party may use the Support Materials and their contents under condition that they are treated as confidential within the Requesting Party and may not use any of the Support Materials or their contents in violation of the condition without the prior written consent of TMG.
- 2. Information included in the Support Materials has been prepared based on publicly available information, information obtained through interviews by TMG with relevant organizations, or the views of TMG, and it might be updated or changed in the future. In the preparation of the Support Materials, the information TMG can obtain from public authorities is used under reliability without the confirmation of the accuracy.
- 3. TMG (including the contractor for the business) will make efforts to promptly provide accurate information, but does not guarantee that the provided information will continue to be accurate in the future. The Requesting Party shall agree that it will not act based on the information in the Support Materials without receiving advice from appropriate experts (including, but not limited to, attorneys and/or tax accounts) who has independently and thoroughly considered specific circumstances. Furthermore, TMG (including the contractor for the business) shall not be obligated to update the information in the Support Materials.
- 4. TMG (including the contractor for the business) will provide all information and expressions in the Support Materials and any oral explanation given by TMG (including the contractor for the business) to the Requesting Party in good faith, but TMG (including the contractor for the business) will not be liable in any way to the Requesting Party or any third party with respect to that information or those expressions.
- 5. The Requesting Party shall be guaranteed that it is not receiving any paid services which is the same or similar to the Support Activities from Accenture, the TMG's contractor for the business, or any affiliate of Accenture whether within or outside of Japan currently or during the support period. If any such circumstances arise after the commencement of the Support Activities by TMG, the Requesting Party shall promptly notify TMG in writing.
- 6. In the Support Activities, TMG (including the contractor for the business) will not provide advice on the value of securities such as shares or equity of a company, advice on investment decisions based on the analysis of the value, etc., or legal and tax affairs and advice, etc. ("Advice and others"). In addition, no support activities of TMG (including the contractor for the business) shall be considered as such Advice and others.
- 7. If any claims or demands are made by a third party (including the shareholders and equity holders of the Client) against TMG, or Accenture, the TMG's contractor for the business ("TMG and others") in connection with the Support or the Investment Plan, the Client and TMG and others shall share the situation where the claim or demand has been made and shall discuss on the cause of the situation. As the result of the discussion, if the claim or the demand is reasonably deemed to have been made due to the Client's willful or negligence, the Client will indemnify and exempt TMG and others from responsibility against such claim or demand and pay the amount of the fee reasonably borne by TMG and others (including legal fee for temporary response to such claim or the demand) to TMG and others. On the other hand, if no willful or negligence is reasonably identified with the Client, and no willful or negligence is reasonably identified with TMG and others either as the cause of the claim or the demand, the Client and TMG and others shall hold additional discussion and decide on the response.
- 8. Personal information collected in connection with this business shall be treated in accordance with TMG's regulations on the protection of personal information and the internal rules of TMG.

  e.g.: Personal information collected in connection with the business will not be used for any purpose other than to carry out the business, and will not be provided to any third parties without consent of the Requesting Party.

Note: TMG has entered into the outsourcing agreement with Accenture, Inc. for a portion of the business to outsource the business to the company. The above conditions shall apply to the company to the extent that they are appropriate.

## **ABOUT ACCENTURE JAPAN**

Accenture Japan is commissioned by the Tokyo Metropolitan Government regarding some of the activities related to "INVEST TOKYO" program.

## **ABOUT ACCENTURE**

Accenture is a leading global professional services company, providing a broad range of services in strategy and consulting, interactive, technology and operations, with digital capabilities across all of these services. We combine unmatched experience and specialized capabilities across more than 40 industries – powered by the world's largest network of Advanced Technology and Intelligent Operations centers. With 509,000 people serving clients in more than 120 countries, Accenture brings continuous innovation to help clients improve their performance and create lasting value across their enterprises. Visit us at www.accenture.com.

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