

Sony Life Launches a “Sign Language/Conversation-in-Writing Service” at its Customer Center

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On March 13, 2020, Sony Life, a wholly owned life insurance subsidiary of Sony Financial Holdings Inc., launched a “sign language/conversation-in-writing service” at its customer center to assist customers with hearing and speaking impairments.

With this service, customers with hearing or speaking difficulties can use a video connection to communicate with an operator providing the sign language/conversation-in-writing service, facilitating communications with operators at its customer center. Sony Life provides this service on a subcontracted basis, via PLUSVoice.

Sony Life will continue striving to expand its service offerings aimed at providing lifelong protection for customers all across Japan.

Note: This is an English-language summary of a Japanese announcement made by Sony Life Insurance on March 24, 2020. The summary was prepared by Sony Financial Holdings solely for convenience of non-Japanese readers.