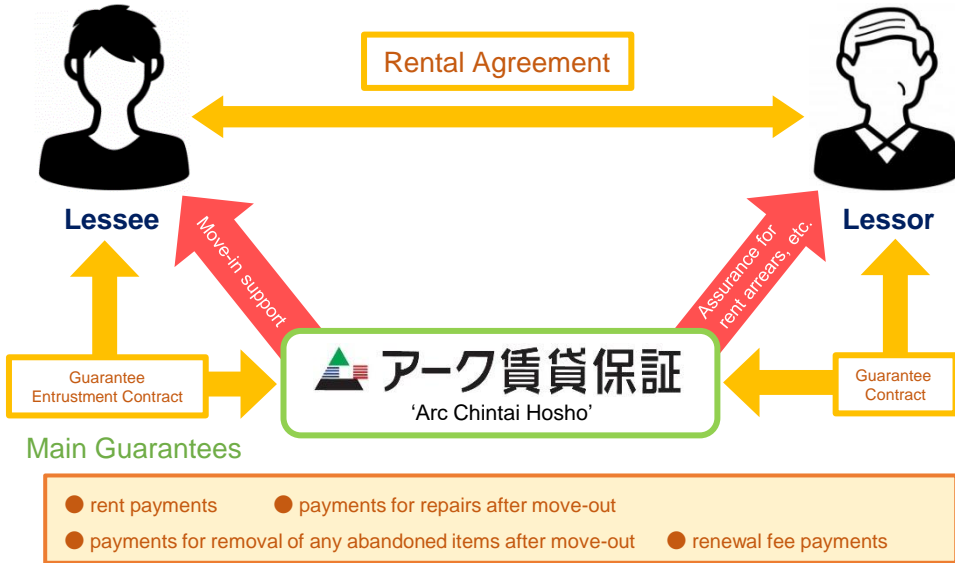


## Rental Guarantor System

The Tohoku University Co-op rental tenant service 'Sumuraku Plan' includes 'MyGuard', a rental guarantor service provided by the company 'Arc Chintai Hoshō'. The 'MyGuard' system provides comprehensive support from the screening of your application, to your move-in, to your move-out. After you choose a property to rent, a rental agreement is signed. At that time, a guarantor is required. 'Arc Chintai Hoshō' will support you by acting as your guarantor. In the unlikely event that you forget to pay rent or are too busy to make a deposit, 'Arc Chintai Hoshō' will make the payment on your behalf. Also, when you move out of the property, 'Arc Chintai Hoshō' will pay for repairs which you, the contractor (lessee), have agreed upon with the owner (lessor), and the building management company. You, the lessee, are required to repay any costs which 'Arc Chintai Hoshō' pays on your behalf.



## 2-way and 3-way Interpretation Designated Foreign Resident Center

### 'Gaikokujin Call 24' (Multilingual Support)

We provide 24/7 support 365 days a year for 'hard issues' related to general utilities, lost keys, and the like, as well as for 'soft issues' related to cultural etiquette (noise, proper garbage disposal, etc). We also provide support for inquiries about contracts, rent, cancellations, and lease renewal. As a management company that deals exclusively with foreign residence matters, we deliver peace of mind and satisfaction to Japanese lessors and foreign renters.

### 'Gaikokujin Call 24' Features

- ① 'Gaikokujin Call 24' handles all foreign residents' housing-related problems on behalf of property management companies! 'Gaikokujin Call 24' will support you so that you can enjoy your life in Japan with peace of mind!!
- ② 24/7 Support, 365 Days a Year!  
Languages supported: • English • Chinese • Korean • Vietnamese • Nepalese • Portuguese • Spanish • Thai  
\* In the case of some languages, support may be limited by day/time  
\* The Emergency Response Center is available in case of property-related emergencies between the hours of 21:00 to 9:00 (support in English, Chinese, Korean, Spanish, and Portuguese).
- ③ Our dedicated emergency staff also respond to urgent calls!  
We act as point of contact and liaison for property management companies and provide interpretation, etc.  
• Contracts and rental agreements • Problems related to daily life • Cancellation and renewal of contracts  
Emergency response service
- ④ 2-Way and 3-Way Calling Available  
We provide telephone interpretation support for various situations that require communication. When you think "I can't understand!" and "What I'm trying to say is \_\_\_\_!", we will support you.

### For Daily Problems and Various Inquiries: 'Designated Foreign Resident' Call Center

#### Various Inquiries

- Contract renewal, confirmation of contents
- Interpreter contact in case of overdue rent
- Changes (contractor, employer, etc.)

#### Support services for

- Ending a rental agreement
- Setting the date and time of move-out inspections
- Rental agreement renewals

#### Various Problems

- Noise
- Garbage disposal
- Problems with utilities (excluding communal utilities)

## 'Premium' Rental Account Automatic Withdrawal Service

Simply deposit the amount for your monthly rent and payment service fee to your financial institution account. Your rent will be automatically deducted. There is no need for you to make the transfer manually.

**Automatic Withdrawal Date: the 27th of each month (or the next business day if your financial institution is closed)**

The payment service fee includes the automatic withdrawal and the rental guarantee system's usage fee.

\* In the unlikely event that the automatic withdrawal is unsuccessful, you will be required to pay by manual bank transfer or convenience store payment slip.

\* Payment service fee will be charged even if the automatic withdrawal is not completed.

Initial Guarantor Fee	Monthly Guarantor Fee※	Annual Guarantor Fee
15,400 yen	880 yen	5,400 yen

※Includes 'Premium' Rental Account Automatic Withdrawal Service fee ※In principle, a joint guarantor is not required