

NEWS RELEASE

Aozora Offers Sign Language Interpretation Services for Customers with a Hearing Impairment “Reporting a Lost ATM Card Can Now Be Done From Home”

Tokyo March 25, 2020 – Aozora Bank, Ltd. (President and CEO: Shinsuke Baba; Head Office: Tokyo) (‘Aozora’ or ‘the Bank’) today announced the launch of Sign Language Interpretation Services that will enable its customers who have a hearing impairment to make full use of Aozora’s customer support services, such as reporting a lost ATM card, without the need to visit a branch.

The new service is provided by PLUSVoice (President: Hiroyuki Miura; Head Office: Sendai, Miyagi Prefecture), a company that specializes in the management of call centers with sign language interpretation capabilities. If a customer calls to report a lost ATM card, passbook, certificate, or seal using their smartphone or tablet, an interpreter at PLUSVoice communicates in sign language and writing with the customer via video call, while simultaneously relaying the information to an Aozora call center operator.



Customers with a hearing impairment have traditionally used various communication support tools, such as writing and visual aid boards, in order to report lost ATM cards at branch locations. The Sign Language Interpretation Service will significantly improve customer convenience by allowing all customers to access Aozora’s customer support services from their home.

Aozora intends to enhance its services on an ongoing basis to meet the changing and diverse needs of its customers.

<Service Details>

Name: Aozora Bank Sign Language Interpretation Services

Services: Suspending transactions due to a lost ATM card, passbook, certificate, or seal
Suspending transactions due to a lost Internet banking temporary login password
Suspending transactions due to the unauthorized use of account/ATM card

Start date: March 25, 2020

URL (Japanese only): <https://www.aozorabank.co.jp/lp/post-6.html>

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