



SOMPO

損保ジャパンDC証券

安心・安全・健康のテーマパーク

2024年3月8日

当社ホームページ「よくあるご質問（FAQ）」（英語サイト）をリリースします

平素は格別のお引き立てを賜り、誠にありがとうございます。

損保ジャパンDC証券株式会社（取締役社長：酒井香世子、以下「当社」）では、昨年1月の「よくあるご質問（FAQ）」（日本語サイト）に続き、「FAQ」（英語サイト）を全面リニューアルします。

掲載FAQ数を大幅に増加させるとともに、「キーワード検索機能」、「閲覧の多いFAQ」等、便利な機能を追加します。

また、「よくあるご質問（FAQ）」と「お問い合わせフォーム」を連携させ、お問い合わせ前にお客さまが自己解決できるように関連FAQを表示します。

当社では、お客さまの利便性を向上していけるよう今後ともサービス改善に努めてまいります。

記

1. 新たな「よくあるご質問（FAQ）」（英語サイト）の特長

新たな「FAQ」（英語サイト）は次の特長を有しており、利便性が大幅にアップしています。

<特長1>

掲載FAQ数は、これまでの約40から約120に大幅増加

<特長2>

知りたい情報をスムーズに見つけることができる「キーワード検索機能」を搭載

<特長3>

「お問い合わせフォーム」に入力した質問内容から関連FAQをAIが判断してご案内することで、お客さまの自己解決をサポートする機能を搭載

（注）昨年12月に「お問い合わせフォーム（日本語）」で先行リリース済みの機能となります。

2. 利用開始日

3月8日（金）より

ただし、<特長3>の開始日は4月1日（月）となります。

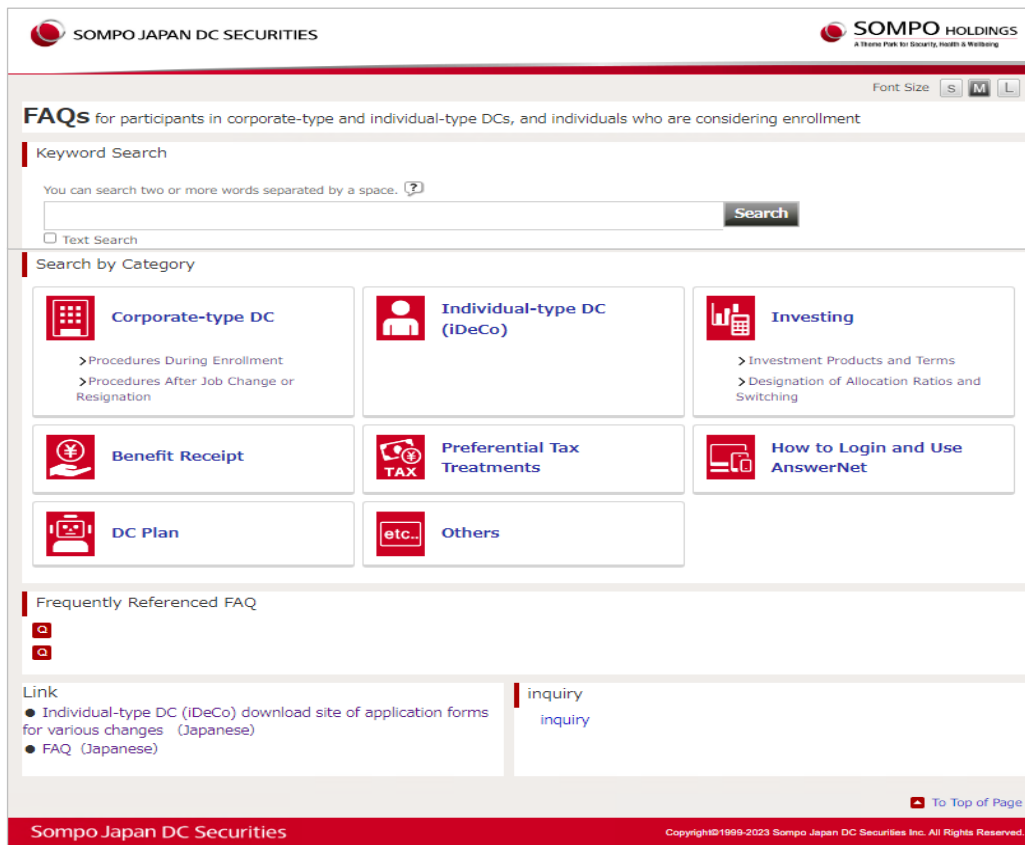
3. 「FAQ」（英語サイト）画面イメージ

別紙1、別紙2のとおり

以 上

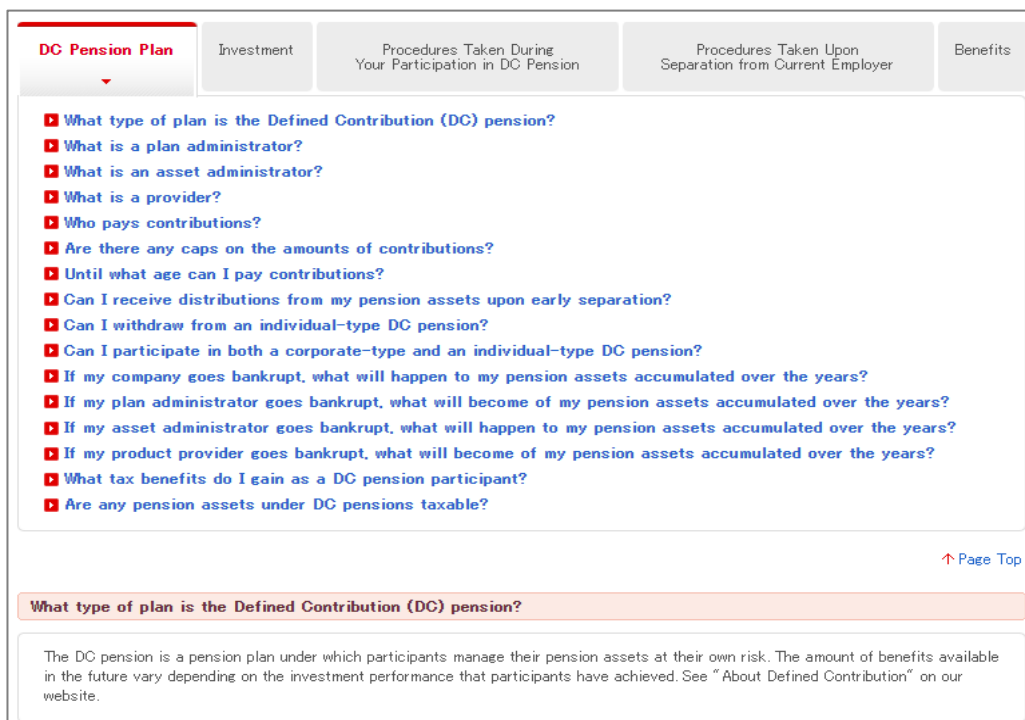
「FAQ」(英語サイト) 画面イメージ

＜新たなFAQ (英語サイト)＞



The screenshot shows the 'FAQs for participants in corporate-type and individual-type DCs, and individuals who are considering enrollment' page. It features a 'Keyword Search' bar with a 'Search' button and a 'Text Search' checkbox. Below this is a 'Search by Category' section with icons and links for Corporate-type DC, Individual-type DC (iDeCo), Investing, Benefit Receipt, Preferential Tax Treatments, DC Plan, and Others. A 'Frequently Referenced FAQ' section is also present. At the bottom, there is a 'Link' section with links to the iDeCo download site and the FAQ (Japanese). The footer includes the Sompo Japan DC Securities logo and copyright information.

＜これまでのFAQ (英語サイト)＞



The screenshot shows the 'DC Pension Plan' section of the previous FAQ page. It includes a navigation bar with tabs for 'DC Pension Plan', 'Investment', 'Procedures Taken During Your Participation in DC Pension', 'Procedures Taken Upon Separation from Current Employer', and 'Benefits'. The 'DC Pension Plan' tab is selected, displaying a list of frequently asked questions about the Defined Contribution (DC) pension plan. A 'Page Top' link is visible at the bottom right. Below the list of questions, there is a detailed answer to the first question: 'What type of plan is the Defined Contribution (DC) pension?'. The answer explains that the DC pension is a plan where participants manage their assets at their own risk, with benefits depending on investment performance.

新たな「FAQ」(英語サイト)へのアクセス方法

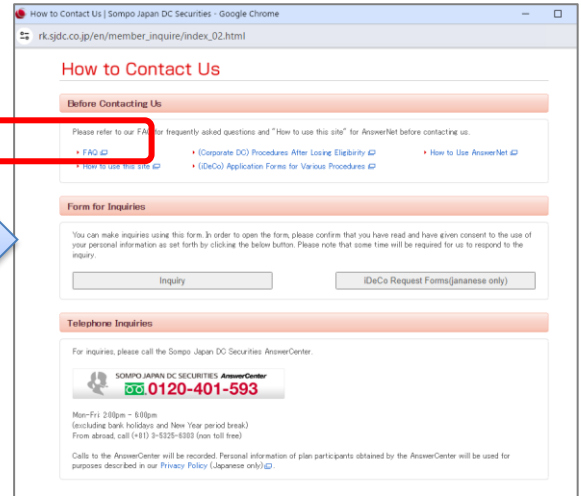
＜当社公式ホームページ＞



＜よくあるご質問 (FAQ) 日本語サイト＞

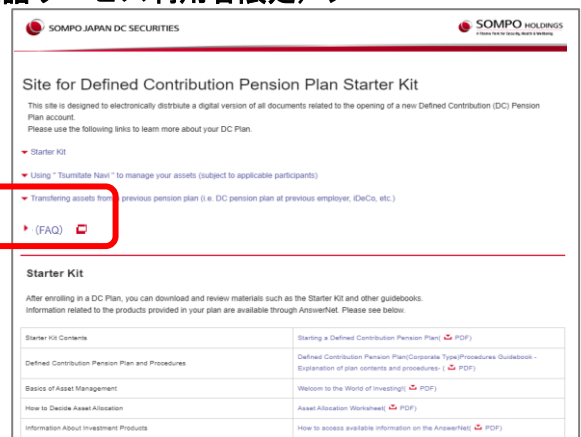


＜アンサーネット ログイン画面＞



＜企業型確定拠出年金制度スターターキット特設サイト (英語サービス利用者限定)＞

当サイトの URL は、
企業型確定拠出年金に加入されたときにお送りする
「口座開設のお知らせ (英語サービス利用者)」に、
記載があります。



Release of "Frequently Asked Questions (FAQ)" (English site) on our website

Thank you very much for your continued patronage.

Sompo Japan DC Securities Inc. (President and CEO: Kayoko Sakai, hereafter "the Company") is pleased to announce the complete renewal of its "Frequently Asked Questions (FAQ)" (English website) following the renewal of its "FAQ" (Japanese website) in January last year.

The number of FAQs listed on the site will be greatly increased, and useful functions such as a "keyword search function" and "most frequently viewed FAQs" will be added.

In addition, the "Frequently Asked Questions (FAQ)" and "Inquiry Form" are linked to display related FAQs so that customers can resolve their own questions before contacting us.

We will continue to improve our services to enhance customer convenience.

1. Features of the new "Frequently Asked Questions (FAQ)" (English site)

The new "FAQ" (English site) has the following features, which greatly enhance convenience

<Feature 1>

The number of FAQs listed on the site has increased significantly from approximately 40 to approximately 120.

<Feature 2>

"Keyword search function" for smoothly finding information you want to know

<Feature 3>

AI can determine the relevant FAQ based on the question entered in the "Inquiry Form" and guide the customer to the relevant FAQ, thereby supporting the customer's self-resolution.

2. Release Date of the Service

From March 8 (Friday)

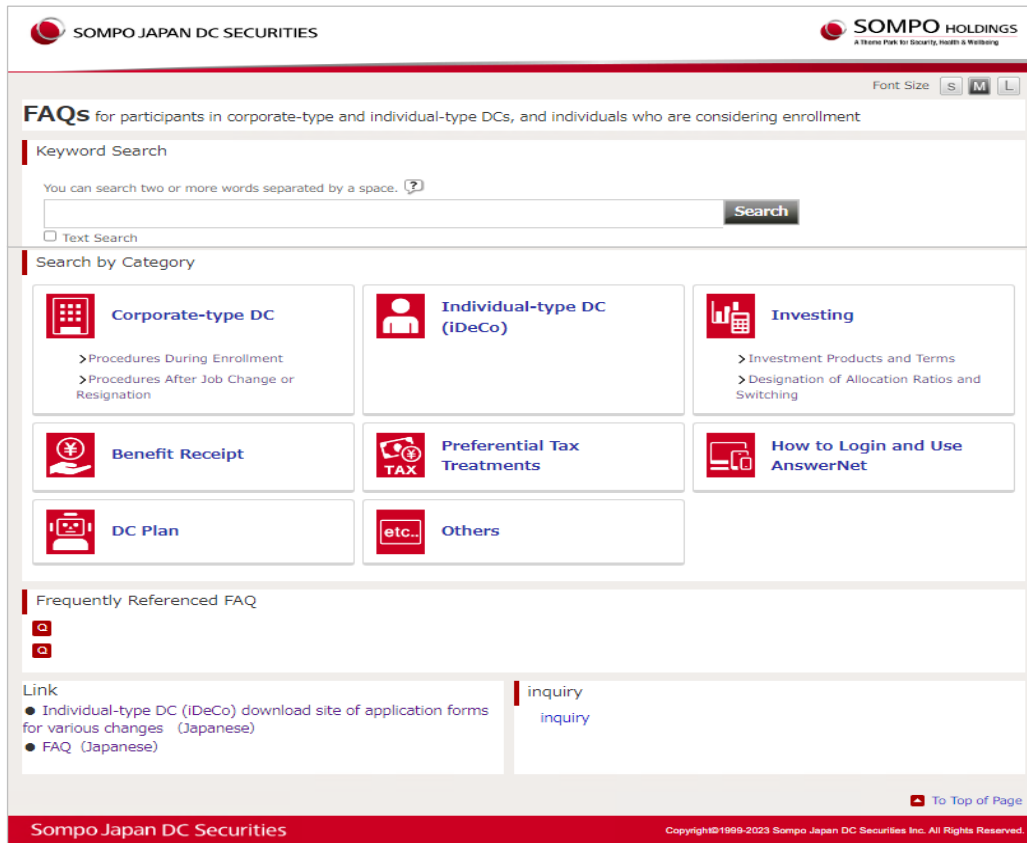
However, the start date for <Feature 3> is scheduled for April 1st (Monday).

3. Image of the "FAQ" (English site) screen

As shown in [Appendix 1](#) and [Appendix 2](#).

Image of "FAQ" (English site) screen

<New FAQ (English site)>



SOMPO JAPAN DC SECURITIES **SOMPO HOLDINGS**
A Theme Park for Security, Health & Wellbeing

Font Size S **M** L

FAQs for participants in corporate-type and individual-type DCs, and individuals who are considering enrollment


Keyword Search

You can search two or more words separated by a space. (?)

 Search


☐ Text Search

Search by Category




Corporate-type DC

- > Procedures During Enrollment
- > Procedures After Job Change or Resignation




Individual-type DC (iDeCo)




Investing


- > Investment Products and Terms
- > Designation of Allocation Ratios and Switching




Benefit Receipt




Preferential Tax Treatments



DC Plan



Others



How to Login and Use AnswerNet

Frequently Referenced FAQ

Link

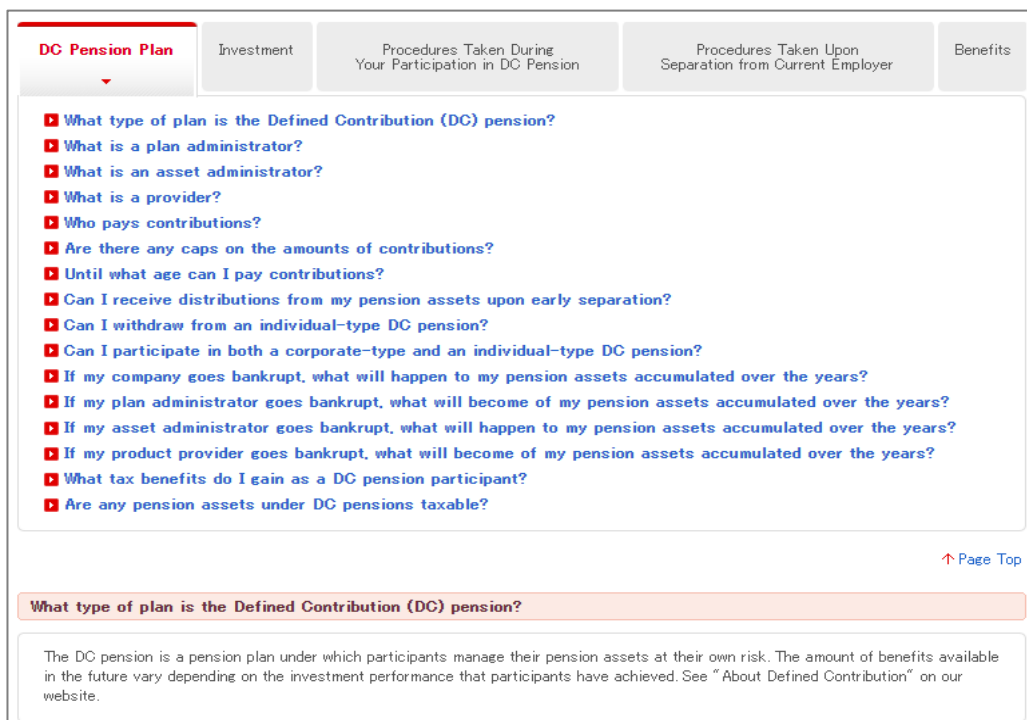
- Individual-type DC (iDeCo) download site of application forms for various changes (Japanese)
- FAQ (Japanese)

inquiry
[inquiry](#)

[To Top of Page](#)

Sompo Japan DC Securities Copyright©1999-2023 Sompo Japan DC Securities Inc. All Rights Reserved.

<Previous FAQ (English site)>



DC Pension Plan Investment Procedures Taken During Your Participation in DC Pension Procedures Taken Upon Separation from Current Employer Benefits

- What type of plan is the Defined Contribution (DC) pension?
- What is a plan administrator?
- What is an asset administrator?
- What is a provider?
- Who pays contributions?
- Are there any caps on the amounts of contributions?
- Until what age can I pay contributions?
- Can I receive distributions from my pension assets upon early separation?
- Can I withdraw from an individual-type DC pension?
- Can I participate in both a corporate-type and an individual-type DC pension?
- If my company goes bankrupt, what will happen to my pension assets accumulated over the years?
- If my plan administrator goes bankrupt, what will become of my pension assets accumulated over the years?
- If my asset administrator goes bankrupt, what will happen to my pension assets accumulated over the years?
- If my product provider goes bankrupt, what will become of my pension assets accumulated over the years?
- What tax benefits do I gain as a DC pension participant?
- Are any pension assets under DC pensions taxable?

[Page Top](#)

What type of plan is the Defined Contribution (DC) pension?

The DC pension is a pension plan under which participants manage their pension assets at their own risk. The amount of benefits available in the future vary depending on the investment performance that participants have achieved. See "About Defined Contribution" on our website.

How to access the new "FAQ" (English site)

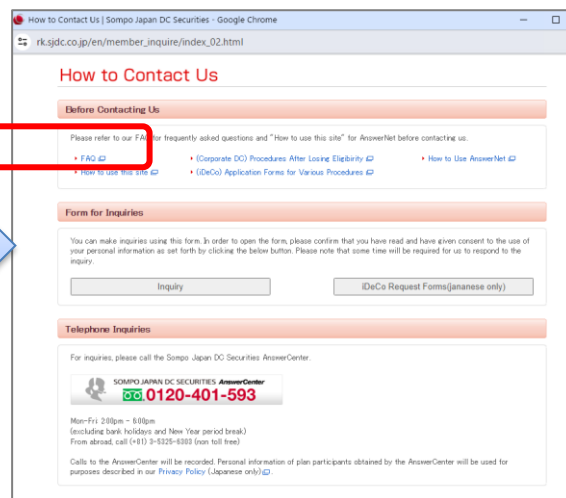
<Our official website>



<Frequently Asked Questions (FAQ) (Japanese site)>



<AnswerNet Login Screen>



<Site for Defined Contribution Pension Plan Starter Kit (English service users only)>

The URL of this website can be found in the Notice of Opening an Account in a Defined Contribution Pension Plan (English service users), which is sent to participants when they participate in the corporate-type defined contribution pension plan.

