

June 21, 2018

GMO-PG becomes the first PSP to receive a three star “monitoring” evaluation from HDI - to support merchant growth through customer support -

GMO Payment Gateway, Inc. became the first payment service provider to receive the highest rating, three stars, in the “monitoring” evaluation from HDI-Japan. HDI-Japan was established with the same concept as HDI, the world’s biggest membership association in the support service industry, and is run by ThinkService K.K.

HDI ratings are provided by its examiners from the viewpoint of a customer and according to the evaluation guidelines based on the international standards of HDI. The ratings come on a scale of zero to three stars. In the evaluation our customer support was especially recognized for its “customer- (merchant-) centric response” and the “proactive support to address both surfaced issues and those issues that have the potential to arise”.

The examiners provided the following feedback.

- All staff are positive, polite and respectful in providing support.
- Staff listen to what customers have to say and understand what they want. They address issues proactively.
- Smooth handling but not script-based. Aligned handling in the sense that staff confirm the understanding together with the customers.

GMO-PG’s customer support target will be to continue being a partner that supports the growth of our merchants. We will further improve and reinforce our support system in order to become a trusted partner and to help as many merchants as possible.



【GMO-PG's customer support initiatives】

GMO-PG has 88,673* merchants that include E-commerce operators, National Tax Agency and the Tokyo Metropolitan Government. Our customer support team does not only handle inquiries but also identify and satisfy the potential demands of merchants as well as proposing optimum operations, services or options to the merchants. Having technical staff in the team allows us to proactively support both merchants and operators who are considering using our service.

*Figures of the GMO-PG group as of the end of March 2018

【HDI rating benchmark】

HDI ratings are provided by its examiners from the viewpoint of a customer and according to the evaluation guidelines based on the international standards of HDI. The ratings come on a scale of zero to three stars. GMO-PG received three stars under the “monitoring” section which covers the support following service installation. The evaluation was done by checking the quality of recorded phone conversations. The conversations were assessed in the following five categories:

①Service system	②Communication	③Response skills
④Handling procedures	⑤Handling of challenging scenarios	

Please visit HDI-Japan's home page for more details on their rating benchmarks.

URL: <https://www.hdi-japan.com/hdi/en/BenchAsses.asp>

【GMO Payment Gateway】

GMO-PG offers comprehensive payment services and financial services to 88,673 merchants (as of March, 2018), including operators of online shops, operators who collect recurring monthly payments such as NHK, and public organizations such as National Tax Agency and Tokyo Metropolitan Government. On top of its core payment-related services, the leading company in Japan's payment space provides value added services such as online advertising service that contributes to boost sales of merchants and a loan service which provides working capital to support merchant growth. Its amount of processed payments has reached over 3 trillion yen per annum. The company is also expanding its business portfolio that includes solution business to financial institutions, overseas business based on capital alliances with overseas PSPs or payment companies, etc. GMO-PG aims to enable both consumers and businesses to enjoy payment methods that are convenient and equipped with high levels of security and to serve as the infrastructure for payment process in Japan. Driving innovations, GMO-PG has and will contribute to promote E-commerce and a cashless society.

【Related Links】

- GMO-PG (Service) URL: <https://www.gmo-pg.com/en>
- GMO-PG (Company Profile) URL: <https://corp.gmo-pg.com/en>

(In the event of any discrepancy between the original and the English version, the Japanese version shall prevail.)

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