

June 11, 2019

## Second consecutive year to receive top rating for customer support service

- Awarded 3-stars for “monitoring” rating in the HDI benchmark assessment -

GMO Payment Gateway, Inc. (GMO-PG) of the GMO Internet Group, which offers comprehensive payment-related services and financial services, received the highest ranking of 3 stars for the second consecutive year for the “monitoring” rating, from HDI Japan (operated by ThinkService K.K.). HDI Japan was established with the same concept as HDI, which represents the largest membership base in the IT support and service industry globally.

HDI ratings follow the evaluation criteria of HDI’s international standards, and are conducted by HDI examiners that evaluate from the customer’s perspective, giving a rating from zero (i.e. No Star) up to three stars.

GMO-PG’s Customer Support was rated particularly high for “a thoroughly merchant-first stance”, as the case last year and, in this year’s assessment we were also rated for “High reliability for agile and precise handling of queries.” In addition, we received the following comments from the examiners:

- All staff members were respectful to customers, and were cooperative and eager to provide support
- Fosters trust through articulate questioning and easy-to-understand explanations that tailor to each customer
- Meticulous and considerate towards customers and stands by the customer’s side when needed
- Respects the customer’s procedures and takes leadership to smooth out issues that helps in team building

This award is the result of the continuous initiatives to improve quality including the monitoring function. GMO-PG will strive to be the partner to support the growth of our merchant customers, by improving and reinforcing our support system to become the trusted and user-friendly service to all our merchants.



## **【GMO-PG's Customer Support】**

GMO-PG provides a comprehensive PSP service to 133,199 merchants (as of end-March 2019) including EC operators and public institutions such as National Tax Agency and the Tokyo Metropolitan Government. Our Customer Support endeavors to go beyond simply replying to queries by capturing the latent needs of the merchants to offer the optimal operations and service options that contributes to the merchant's growth. GMO-PG will also allocate technical staff to enable support to potential merchants considering to implement our services, as well as assist in solving technological issues of merchants and customers.

## **【HDI rating benchmark】**

HDI benchmark assessment is conducted in accordance to the evaluation criteria of HDI's international standards, where HDI examiners rate services from the customer's perspective on a scale of zero (i.e. No Star) up to a maximum of 3 stars.

The 3-star rating for the "monitoring" section grades the quality of after-service support to customers following the purchase/installation of GMO-PG's services and products, using the following 5 factors to grade the recorded customer phone conversation:

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| 1. Service system 2. Communication 3. Response skills<br>4. Handling procedures 5. Handling of challenging scenarios |
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Please visit HDI-Japan's home page for more details on their rating benchmarks.

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

## **【GMO Payment Gateway】**

GMO-PG is Japan's leading provider of comprehensive payment-related services and financial services to 133,199 merchants (as of end-March 2019) consisting of EC operators as well as non-EC operators such as NHK and public institutions such as National Tax Agency and Tokyo Metropolitan Government. Total transaction value exceeds ¥3 trillion, mainly from the core payment processing service as well as value-added services that contribute to the merchant's growth.

GMO-PG is expanding businesses to include offline payment processing that would encompass IoT, and Fintech services such as lending, Payment after Delivery and solutions to financial institutions; all of which are expected to contribute to drive Japan's cashless. We are also pursuing global expansion through capital alliances with overseas firms and through rolling out our PSP and financial services in overseas markets.

GMO-PG aims to be the highly-secure, comprehensive and convenient payment processing infrastructure in Japan by continuing to lead the innovations.

## **【Related Links】**

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

GMO Payment Gateway, Inc.  
Corporate Value Creation Strategy Division  
TEL: +81-3-3464-0182  
Email: pr@gmo-pg.com

**Service Inquiries**

GMO Payment Gateway, Inc.  
Innovation Partners Division  
TEL: +81-3-3464-2323  
Email: info@gmo-pg.com

GMO Internet, Inc.  
Group Communication Department  
Group Investor/Public Relations Team  
TEL: +81-3-5456-2695  
Email: pr@gmo.jp

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