



May 7, 2019

To whom it may concern

TOKAI Holdings Corporation
Katsuhiko Tokita, President & CEO
(Code No. 3167 Tokyo Stock Exchange First Section)

TOKAI's home delivery drinking water service "Tasty Water Delivered to your Door" won first place in "2019 Oricon customer satisfaction ranking"

TOKAI (hereinafter referred to as TOKAI), a wholly-owned subsidiary of the Company, won the first in the “water server” ranking in the “2019 Oricon Customer Satisfaction Survey” of Oricon ME Co., Ltd, as per the attached.

Under the TLC (Total Life Concierge) vision, the TOKAI Group has been offering comprehensive lineup of various lifestyle infrastructure services closely connected to people’s lives, including energy, information and communications, and CATV, which are currently being used by 2,900,000 customers. Going forward, by continuing to actively work toward providing products and services that can contribute to solving regional and social issues, the Group will aim to improve customer satisfaction.

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To whom it may concern

TOKAI Corporation

TOKAI's "Tasty Water Delivered to your Door" won first place in "2019 Oricon Customer Satisfaction Ranking in Water Server"

TOKAI CORPORATION (Head Office: Shizuoka City, Shizuoka Prefecture; President and CEO: Katsuo Oguri) announces that "Tasty Water Delivered to your Door", which operates as a home-delivery drinking water business, is ranked first in the "2019 Oricon Customer Satisfaction Ranking Water Server".

TOKAI's water delivery business (Aqua) began in 2007 and provides natural water with abundant mineral ingredients pumped from Asagiri plateau (Fujinomiya City, Shizuoka Prefecture) at the foot of Mt Fuji. Currently, it has been enjoyed by 150,000 customers in Japan, ranked seventh in the ranking of the number of customers among domestic water delivery service providers^{*1}, and in Shizuoka Prefecture, 70,000 customers, the largest share^{*2}, are using our service.

This ranking was based on a questionnaire survey of 8,081 water server users nationwide. And our "Tasty Water Delivered to your Door" was ranked first. And also ranked first in six categories, namely "easy to understand products," "ease of application," "rewards and campaigns," "server functions," "delivery systems," and "support systems."

Since the launch of this service, we have been deliver safe and secure natural water produced in-house, mainly in Shizuoka Prefecture, more conveniently through our Group's distribution system, and we have also been working to provide services that meet customer needs. We believe this award is the result of our effort.

We will continue to work together to improve service further in order to satisfy our customers.



**2019 Oricon customer satisfaction ranking
1st place at Water Server department**

<<Oricon Customer Satisfaction Ranking>>

In order to visualize various services, Oricon ME Corporation independently analyzes and provides collected data by surveying the satisfaction levels of users who actually used the service. The results of the survey are published as a ranking of Oricon customer satisfaction, and aim to contribute to improving the satisfaction of the lives of society as a whole by returning them to consumers. There are 141 kinds of rankings, and the total number of people surveyed is 1.98 million.

<<Outline of 2019 Oricon Customer Satisfaction Ranking Water Server>>

Survey method: Internet survey

Survey Period:

December 20, 2018 to January 7, 2019

January 26, 2018 to January 31, 2018

January 25, 2017 to February 2, 2017

Number of survey responses: 8,081 samples

Survey subject: Currently, men and women of 20 years of age or older who use household water servers (water dispensers) for more than 2 months and up to 5 years, excluding campaign periods, and who were involved in the selection

Number of companies surveyed: 48 companies

Survey items: (1)Easy to understand products (2)Easy to apply (3)Privileges and campaigns (4)Water taste (5)Ease of bottle replacement (6)Server function (7) Design (8)User fee (9)Delivery system (10)Support system

For details of the survey, please refer to Oricon's website "Oricon Customer Satisfaction."

http://life.oricon.co.jp/rank_waterserver/

*1 Yano Research Institute, Ltd.'s Current State of the Mineral Water Market and Future 2019 Edition

*2 Our Survey