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Securities Code: 9715 June 10, 2014

#### **To Our Shareholders**

Masataka Okuda President and COO **transcosmos inc.** 25-18, Shibuya 3-chome, Shibuya-ku, Tokyo, Japan

### NOTICE OF THE 29<sup>th</sup> ANNUAL GENERAL MEETING OF SHAREHOLDERS

You are cordially invited to attend the 29<sup>th</sup> Annual General Meeting of Shareholders. The meeting will be held as described below.

If you are unable to attend the meeting, you can exercise your voting rights by paper ballot using the Voting Rights Exercise Form enclosed herein or via the Company's website on the exercise of voting rights indicated on the Voting Rights Exercise Form (please refer to the instructions on page 3 and 4).

Please review the Reference Documents for the Annual General Meeting of Shareholders shown in the following pages and either return the Voting Rights Exercise Form with your vote by postal mail or vote via the Internet by 5:50 p.m. of June 24, 2014 (Tuesday).

| 1. Date and Time:         | 10:00 a.m., Wednesday, June 25, 2014  |  |
|---------------------------|---|--|
| 2. Place:                 | Aoyama Diamond Hall 1 <sup>st</sup> floor (Diamond Room)<br>6-8, Kitaaoyama 3-chome, Minato-ku, Tokyo   |  |
| 3. Agenda of the Meeting: |   |  |
| Matters to be reported:   | <ol> <li>Business Report, Consolidated Financial Statements and results of audits<br/>by the Accounting Auditor and the Board of Statutory Auditors of the<br/>Consolidated Financial Statements for the 29<sup>th</sup> Fiscal Term (from April 1,<br/>2013 to March 31, 2014)</li> <li>Financial Statements for the 29<sup>th</sup> Fiscal Term (from April 1, 2013 to March<br/>31, 2014)</li> </ol> |  |
| Proposals to be resolved: |   |  |
| Proposal No. 1:           | Appropriation of surplus for the 29 <sup>th</sup> fiscal term   |  |
| Proposal No. 2:           | Partial Amendment to Articles of Incorporation  |  |
| Proposal No. 3:           | Election of Fifteen Directors   |  |
| Proposal No. 4:           | Election of One Statutory Auditor   |  |
| Proposal No. 5:           | Election of One Substitute Statutory Auditor  |  |
| Proposal No. 6:           | Revision of remuneration amounts for Corporate Officers, and revision from maximum monthly remuneration to maximum annual remuneration  |  |

1. For those attending, please submit the enclosed Voting Rights Exercise Form at the reception desk on arrival at the meeting.

2. Please note that, if it becomes necessary to amend any matters related to the contents described in the attached Reference Documents for the Annual General Meeting of Shareholders, Business Report, Financial Statements, or Consolidated Financial Statements before the day preceding the Annual General Meeting of Shareholders, the amended contents will be presented on the Company's website at: (http://www.trans-cosmos.co.jp/e/ir/).

#### Procedures for the Exercise of Voting Rights via the Internet

If you prefer to exercise your voting rights via the Internet, please accept the following conditions before exercising your rights.

- 1. Shareholders exercising their voting rights via the Internet can only do so via the website designated by the Company (shown below). They can also exercise their voting rights online by mobile phone. (Website URL for the exercise of voting rights) http://www.web54.net
  - \* If you have a mobile phone with barcode-reading capability, you can exercise your voting rights via the company-designated website by scanning the "QR code" to the right. For further details on the procedure, please refer to the operation manual for your mobile phone.

#### (OR Code is a trademark of DENSO WAVE INCORPORATED.)

- 2. If you are exercising your voting rights via the Internet, please enter the code and the password for the exercise of voting rights indicated on the Voting Rights Exercise Form attached herein and follow the instructions on the screen to register whether you approve or disapprove of each proposal.
- 3. Exercise of voting rights via the Internet is accepted until 5:50 p.m. of June 24, 2014 (Tuesday). We would however like to ask you to exercise your voting rights as soon as possible to ensure that we have sufficient time for tallying the votes.
- 4. If you exercise your voting rights twice, once by mail and once via the Internet, we will treat your Internet vote as the valid exercise of your voting rights, regardless of the time or date of arrival of your vote.
- 5. If you exercise your voting rights several times via the Internet, or if you exercise your voting rights more than once using the computer and mobile phone, we will treat the most recent vote as the valid exercise of your voting rights.
- 6. Connection fees payable to the providers and communication expenses payable to telecommunication carriers (including access charges) when accessing the website for the exercise of voting rights will be borne by the shareholders.

#### System Environment for the Exercise of Voting Rights via the Internet

If you are exercising your voting rights via the Internet, please confirm the following regarding your systems.

- When using the website for personal computers: 1.
  - Display resolution shall be 800 dots horizontal x 600 dots vertical (SVGA) or higher. 1)
  - The following applications must have been installed: 2)

    - (a) Microsoft® Internet Explorer Ver.5.01 SP2 or later as web browser
      (b) Adobe® Acrobat® Reader<sup>TM</sup> Ver.4.0 or later, or Adobe® Reader® Ver.6.0 or later as PDF file reader
      - \* Internet Explorer is the registered trademark, trademark, or name of a product of U.S. Microsoft Corporation in the U.S. and other countries, while Adobe® Acrobat® Reader® and Adobe® Reader® are registered trademarks, trademarks, or names of products of the U.S. Adobe Systems Incorporated in the U.S. and other countries.
      - \*Each of the software mentioned above is distributed free of charge on the website of the respective companies.
  - 3) If you have activated the "popup blocker" function in the web browser or add-in tools, etc., of your personal computer, please disable (or temporarily disable) the function and allow the use of "Cookies" with the site in the settings concerning security.
  - If you cannot access the site mentioned above, there is a possibility that communications with the 4) Internet are restricted by the settings of firewall proxy server, antivirus software, etc. Please confirm details of these settings.
- When using the website for mobile phones: 2

The model of your mobile phone must be able to receive one of the following services and be equipped with 128bit Secure Socket Layer (SSL) to allow encrypted telecommunications.

- 1) i-mode
- 2) EZweb
- 3) Yahoo!Keitai
  - \* i-mode is a trademark, registered trademark, or name of service of NTT DOCOMO, INC., while EZweb, Yahoo!, and Yahoo! Keitai are a trademark, registered trade mark, or name of service of KDDI CORPORATION, Yahoo! Incorporated of the U.S. and SoftBank Mobile Corp., respectively.

\* If you access the website using the full browser application of mobile phones, if you access the website from a personal computer via telephone terminals using the phone only as a telecommunications device, or if you access the website using smartphones, your voting will be handled as voting on the website for personal computers even if the handset used satisfies the conditions described above.

#### Inquiries about How to Operate Personal Computers, etc.

- 1. If you have any questions about how to operate PCs, mobile phones, etc., concerning the exercise of voting rights via the Internet on the site, please call the following number.
  - Sumitomo Mitsui Trust Bank, Limited, Stock Transfer Agency Web Support
  - Direct Line: (Toll free) 0120-652-031 (9:00 21:00; within Japan only)
- 2. For other inquiries, please call one of the following numbers.
  - Shareholders who have accounts with securities companies: Shareholders who have accounts with securities companies are requested to make inquiries to the securities company where they respectively have accounts.
  - 2) Shareholders who do not have accounts with securities companies (Shareholders who have special accounts):

Sumitomo Mitsui Trust Bank, Limited, Stock Transfer Agency Administration Center (Toll free) 0120-782-031 (9:00 – 17:00, excluding the weekend and holidays; within Japan only)

#### **TSE Platform for the Electronic Exercise of Voting Rights**

Management trust banks and other nominee shareholders (including standing proxies) who in advance send in applications to use the "Electronic Voting Platform for Institutional Investors" (the "TSE Platform") managed by ICJ Inc., founded by Tokyo Stock Exchange, Inc. and others, may use the TSE Platform as an alternative to the conventional method of online voting described above.

#### Attached document (1)

#### **BUSINESS REPORT**

(from April 1, 2013 to March 31, 2014)

#### **1. Business Overview of the Group**

#### (1) Progress and Results of Operations

During the fiscal year ended March 31, 2014, Japan's economy was on a recovery track, supported by the correction of the strong yen and the rise in stock prices thanks to the government's fiscal policy and the monetary easing measures implemented by the Bank of Japan, improvement in corporate performance and the pickup in capital investment, and brisk consumer spending due to last-minute demand before the consumption tax hike. Meanwhile, there remains uncertainty over the future due to downside risks to overseas economies, such as slowing economies in emerging countries, the situation in Ukraine and the impact of tapering of the U.S. monetary easing program.

In the information service market in which the Group is involved, there is expanding demand for the business process outsourcing business that helps improve corporate management through optimization of marketing using information technology (IT), strengthening of cost competitiveness, operational reform and the like. With an increasing movement to seek ways to expand sales of products and services using electronic commerce (EC), outsourcing demand is also expanding in association with these needs.

Given such a situation, the Group focused on providing and creating outsourcing services, including a call center service, business process outsourcing service and digital marketing service, to help corporate clients increase sales and reduce costs.

Regarding the call center service, new call centers were established in Hokkaido and Osaka, respectively, in response to growing demand. As a new service, the Group started providing "Emergency Call Center Service - Risk Prevention Measures Package", through which a call center for emergency contact can be opened in just one day at the shortest in the event of emergencies such as information leakage or a recall. In addition, PT. transcosmos Indonesia was established in Indonesia as a joint venture company with the Salim Group, a major financial combine, and started offering a call center service for the local market. In the business process outsourcing service, the Group had its own building, "Transcosmos Outsourcing Center Suzhou", constructed as an integrated outsourcing base to provide off-shore services in China. Also, in Daqing, China, a new off-shore base was created in a bid to strengthen the Group delivery system to help meet diversifying corporate needs. In the digital marketing service, game applications for smart phones were developed and supplied, and new services including Demand-Side Platform (DSP) service were released one after another in line with the evolution of ad technology. In the analysis and big data-related area, survey and analysis services for mail order/EC/membership service providers were expanded. As a result of these efforts, existing services were expanded and new services were added, leading to a steady increase in service orders. Furthermore, strong earnings were recorded as the Group worked on improving productivity, quality and profit margins.

Meanwhile, with an eye to its future growth strategy, the Group strengthened and pushed ahead with its outsourcing service system that offers corporate clients one-stop global support for their EC businesses. Specifically, the Group entered into capital/business tie-ups with PFSweb, Inc., a leading player in the U.S. EC outsourcing industry, FineEX, a major EC fulfillment and logistics company in China, and PT. BERRYBENKA, a large fashion EC website operator in Indonesia, respectively. In addition, the Group aggressively reinforced its business framework in Southeast Asia by agreeing to form a capital/business alliance with Luxola Pte. Ltd., a Singaporean company that operates a cross-border EC website for cosmetics in eight Southeast Asian countries.

As a result, consolidated operating results for the fiscal year ended March 31, 2014, were as follows. Net sales were 186,503 million yen, up 12.1% from the previous year. As for profit, due to increase in net sales and improvement in gross profit margin on sales, operating income increased 31.5% from the previous year to 9,541 million yen, and ordinary income increased 18.5% from the previous year to 10,082 million yen. Net income increased 27.8% from the previous year to 6,289 million yen.

The operating results by segment are as follows.

#### The Company's services

In the outsourcing service business and other businesses of the Company, sales were 145,832 million yen, up 8.1% from the previous year, and segment profit was 6,936 million yen, up 25.1% from the previous year. This is due to expanding demand for IT services and higher profitability as a result of proper adjustment of costs.

#### **BtoB domestic subsidiaries**

In BtoB domestic subsidiaries, sales were 20,682 million yen, down 2.8% from the previous year because some subsidiaries were excluded from the scope of consolidation in the first quarter of the current consolidated fiscal year. However, segment profit increased 30.1% from the previous year to 950 million yen owing to improvements in profits at some subsidiaries engaging in business process outsourcing.

#### **BtoB overseas subsidiaries**

In BtoB overseas subsidiaries, sales increased 8.3% from the previous year to 19,339 million yen due to an expansion in offshore development orders in China. Segment profit decreased 4.7% from the previous year to 499 million yen, affected by decreasing orders and falling profits at subsidiaries in South Korea.

#### **BtoC subsidiaries**

In BtoC subsidiaries, sales were 11,107 million yen, up 261.9% from the previous year, and segment profit was 1,073 million yen, up 179.4% from the previous year. This is because some subsidiaries were included in the scope of consolidation from the fourth quarter of the previous consolidated fiscal year.

Segment profits are calculated based operating profits on the Consolidated Statement of Income.

#### (2) Issues to Be Addressed

The environment surrounding the outsourcing business is changing considerably along with corporate needs. The Group's business environment changes on a daily basis, with events such as the maturing of markets, intensifying competition, globalization and technological innovation. Consequently, corporate outsourcing needs are changing from traditional ones, which focused on reducing costs, to needs for a management strategy to promptly and properly respond to rapidly changing business environments. Accordingly, the Group, an outsourcing service provider, understands that it is a key management issue to create, maintain and provide flexible and high value-added services to materialize corporate strategies while precisely grasping changing corporate needs. Also, in order to improve the Group's corporate competitiveness, we will focus our efforts on further pursuing global business, which is a high growth domain, and making a more solid management base to ensure stable growth, while continuing to increase efforts to improve customer satisfaction and service quality.

1) Increasing the value added to services

The Group provides comprehensive outsourcing services which help our client companies to increase their sales and reduce their costs. The Group does this by providing clients with each service or by integrating digital marketing service, the call center service, and business process outsourcing service. In order to further evolve these services, the Group will create and provide unique services which suit changing corporate needs by promptly incorporating state-of-the-art technologies and trends such as cloud computing, social media, smartphones and tablet PCs.

2) Pursuit of global business

The Group will reinforce its overseas business development, regarding the global market as a growth area. Starting with an expansion to North America, it is now focusing on business development in the Asian markets such as rapidly growing China and South Korea. In addition to the offshore service which helps companies improve their cost competitiveness, the Group will develop the call center service, digital marketing service and e-commerce support service for overseas markets, utilizing its personnel, well familiar with the Asian market, and its business expertise and know-how which it acquired through its long experience in the Japanese market, in order to establish its uniqueness and predominance in the global market.

3) Developing and consolidating crisis management system

It is essential for the Group, which undertakes the operations of its client companies, to continue to develop and consolidate a system which enables it to continue and promptly resume operations in a situation where it is difficult to continue business activities when a disaster happens. Therefore, the Group will improve the precision of its BCP, bracing for diversifying risks such as disasters, acts of terrorism and accidents, and will reinforce its measures against the expected electricity shortage so that it can continue business through the use of batteries and cooperation with each office all over Japan.

Based on these principles, the whole Company will continue to work together to put its corporate philosophy into practice ("Client satisfaction is the true value of our company, and the growth of every employee creates the value that shapes our future"), to strive to raise corporate value, and to contribute to the progress of our shareholders, client companies, employees, and society by growing our group businesses.

#### (3) Status of Raising Funds

There is nothing significant to be noted during the current fiscal year.

#### (4) Status of Capital Investment

There is nothing significant to be noted during the current fiscal year.

#### (5) Transfers, Absorption-type Splits, or Incorporation-type Splits of Business

There is nothing significant to be noted during the current fiscal year.

#### (6) Acquisition of Businesses of Other Companies

There is nothing significant to be noted during the current fiscal year.

## (7) Succession of Rights and Duties of Other Institutions in Relation to Mergers or Absorption-type Splits

There is nothing significant to be noted during the current fiscal year.

## (8) Acquisition or Disposal of the Shares, Other Equities, or Stock Acquisition Rights of Other Companies

There is nothing significant to be noted during the current fiscal year.

#### (9) Trends of Business Results and Assets of the Group

|                                   | FY 2011<br>(26 <sup>th</sup> Fiscal Term) | FY 2012<br>(27 <sup>th</sup> Fiscal Term) | FY 2013<br>(28 <sup>th</sup> Fiscal Term) | FY 2014<br>(29 <sup>th</sup> Fiscal Term) |
|-----------------------------------|---|---|---|---|
| Net sales (millions of yen)       | 151,687                                   | 161,208                                   | 166,335                                   | 186,503                                   |
| Ordinary income (millions of yen) | 6,512                                     | 8,970                                     | 8,507                                     | 10,082                                    |
| Net income (millions of yen)      | 4,469                                     | 4,969                                     | 4,919                                     | 6,289                                     |
| Net income per share (yen)        | 108.63                                    | 120.77                                    | 119.57                                    | 152.87                                    |
| Total assets (millions of yen)    | 90,134                                    | 93,137                                    | 88,420                                    | 92,173                                    |
| Net assets (millions of yen)      | 44,410                                    | 48,819                                    | 53,301                                    | 60,809                                    |
| Net assets per share (yen)        | 997.46                                    | 1,101.41                                  | 1,212.44                                  | 1,394.09                                  |

Note: Net income per share is calculated by deducting the average number of treasury stock in each fiscal term from the average total number of shares issued in each fiscal term. Net assets per share are calculated by deducting the number of treasury stock as of end of the term from the total number of issued shares as of end of the term.

#### (10) Status of Parent Company and Major Subsidiaries

1) Relationship with the parent company

Not applicable.

2) Major subsidiaries

| Name                            | Capital           | Ratio of voting | Principal business                                    |
|---------------------------------|-------------------|-----------------|---|
| J-Stream Inc.                   | 2,182 million yen | 53.78%          | Data distribution service business using the Internet |
| APPLIED TECHNOLOGY<br>CO., LTD. | 600 million yen   | 60.21%          | System integration business for GIS/manufacturers     |
| transcosmos Korea Inc.          | KRW5,302 million  | 99.98%          | Call center business in South<br>Korea                |
| transcosmos CRM Okinawa Inc.    | 100 million yen   | 100.0%          | Call center business in Japan                         |

#### (11) Principal Business of the Group (As of March 31, 2014)

The Company Group mainly engages in call center services, business process outsourcing services, digital marketing services, EC one stop services, global services, and BtoC services.

#### (12) Principal Business Offices of the Group (As of March 31, 2014)

| Offices<br>Main Office of the Company:            | Locations<br>25-18, Shibuya 3-chome, Shibuya-ku, Tokyo   |
|---|--|
| Head Office, Branch Offices and Business Offices: | Osaka, Nagoya, Wakayama, Fukuoka, Kyoto, Silicon Valley  |
| Domestic Offices:                                 | Sapporo, Sendai, Utsunomiya, Kawaguchi, Tokyo,<br>Yokohama, Nagoya, Osaka, Wakayama, Fukuoka,<br>Kumamoto, Miyazaki, Okinawa   |
| Overseas Offices:                                 | U.S.A. (New York, Los Angeles),<br>South Korea (Seoul, Seongnam, Busan), China (Beijing,<br>Shanghai, Tianjin, Dalian, Qingdao, Guangzhou, Shenzhen,<br>Suzhou, Daqing, Shenyang, Benxi), Thailand (Bangkok) |

#### (13) Employees (As of March 31, 2014)

#### 1) Employees of the Group

| Business segment           | Number of employees | Number of temporary employees |
|----------------------------|---------------------|-------------------------------|
| Company's services         | 8,045               | 15,216                        |
| BtoB domestic subsidiaries | 1,111               | 3,423                         |
| BtoB overseas subsidiaries | 5,716               | 1,585                         |
| BtoC subsidiaries          | 317                 | 42                            |
| Total                      | 15,189              | 20,266                        |

#### 2) Employees of the Company

| Number of employees | Year-on-year change | Average age        | Average length of service |
|---------------------|---------------------|--------------------|---------------------------|
| 8,045 (15,216)      | +166 (+812)         | 35 years, 4 months | 8 years, 8 months         |

Note: "Number of employees" refers to the number of employees actually working at the Company. Number of temporary employees is separately indicated in parentheses, which shows the average number in the current fiscal year.

#### (14) Major Creditors (As of March 31, 2014)

| Creditor                               | Loan outstanding<br>(millions of yen) |
|--|---------------------------------------|
| Mizuho Bank, Ltd.                      | 459                                   |
| Sumitomo Mitsui Banking Corporation    | 433                                   |
| The Bank of Tokyo-Mitsubishi UFJ, Ltd. | 420                                   |

#### 2. Matters Concerning Shares of the Company (As of March 31, 2014)

| (1) Total number of shares authorized to be issued:   | 150,000,000 shares      |
|---|-------------------------|
| (2) Total number of shares issued:                    | 48,794,046 shares       |
| (number of shares constituting                        | g one unit: 100 shares) |
| (3) Number of shareholders at end of the fiscal year: | 18,029                  |

(of which 14,640 shareholders hold unit shares)

#### (4) Top ten major shareholders

| Name  | Number of shares held | Shareholding ratio |
|---|-----------------------|--------------------|
|   | (thousands of shares) | (%)                |
| Koki Okuda  | 7,498                 | 18.2               |
| Masataka Okuda  | 5,910                 | 14.4               |
| Okuda Ikueikai, Public Interest Incorporated Foundation | 1,753                 | 4.3                |
| Japan Trustee Services Bank, Ltd. (Account in Trust)    | 1,629                 | 4.0                |
| Mihoko Hirai  | 1,463                 | 3.6                |
| Master Trust Bank of Japan, Ltd. (Account in Trust)     | 1,153                 | 2.8                |
| HM Kosan, Ltd.  | 722                   | 1.8                |
| THE BANK OF NEW YORK – JASDECTREATY ACCOUNT             | 619                   | 1.5                |
| Employee Shareholding Association of transcosmos inc.   | 607                   | 1.5                |
| STATE STREET BANK AND TRUST COMPANY 505103              | 590                   | 1.4                |

Notes:

1. Although the Company holds 7,653 thousand shares of treasury stock, it is excluded from the top ten major shareholders above. Shareholding ratio is calculated by excluding treasury stock.

2. Number of shares held less than one thousand is rounded down to the nearest thousand.

3. Shareholding ratio is rounded off to the nearest first decimal.

#### 3. Matters Concerning the Stock Acquisition Rights, etc. of the Company

#### (1) Stock Acquisition Rights, etc. Held by the Company's Officers (As of March 31, 2014)

Not applicable.

### (2) Stock Acquisition Rights Delivered to the Company's Employees During the Fiscal Year

Not applicable.

#### 4. Corporate Officers (As of March 31, 2014)

#### (1) Directors and Statutory Auditors

| Position  | Name               | Assignment or principal responsibilities and<br>significant concurrent positions   |
|---|--------------------|--|
| Founder, Representative<br>Director & Group CEO | Koki Okuda         | Group Chief Executive Officer  |
| Chairman, Representative<br>Director & CEO      | Koji Funatsu       | Chief Executive Officer<br>Outside Director of KADOKAWA CORPORATION  |
| President, Representative<br>Director & COO     | Masataka Okuda     | Chief Operating Officer  |
| Executive Vice President                        | Koichi Iwami       | Chief of Call Center Services Headquarters, Chief of<br>Global Business Sector, and General Manager of<br>Services Promotion Division<br>Chairman of transcosmos MCM Shanghai Co., Ltd.<br>Chairman of transcosmos Korea Inc.<br>Director of transcosmos analytics inc.<br>Director of transcosmos philippines, inc.   |
| Senior Executive Managing Director              | Hiroyuki Mukai     | In charge of Sales Headquarters  |
| Executive Managing Director                     | Masakatsu Moriyama | General Manager of BtoC Business Development<br>Division, in charge of Digital Marketing Services<br>Sector and Deputy General Manager of Services<br>Promotion Division<br>Representative Director of TEAMLAB Business<br>Development Inc.<br>President and Representative Director of Co-Core Inc.<br>Director of transcosmos philippines, inc.<br>Representative Director of NIHONCHOKUHAN Co.,<br>Ltd. |
| Executive Managing Director                     | Shinichi Nagakura  | Deputy Chief of Global Business Sector, Manager of<br>Global Business Sector, Silicon Valley Branch and<br>President and CEO of transcosmos America, Inc.<br>Director of Merlin Information Systems Group<br>Limited<br>Director of PFSweb, Inc.   |
| Executive Managing Director                     | Masaaki Muta       | Chief of Sales Headquarters<br>In charge of Sales Management Administration<br>Department and Outside Director of J-Stream Inc.  |
| Executive Managing Director                     | Masatoshi Kouno    | Chief of Business Process Outsourcing Services<br>Headquarters and Deputy General Manager of<br>Services Promotion Division  |
| Outside Director                                | Takeshi Natsuno    | Guest Professor of Keio University, Graduate School<br>of Media and Governance<br>Outside Director of Sega Sammy Holdings Inc.<br>Director of Pia Corporation<br>Part-time Director of NTT Resonant Inc.<br>Director of Dwango Co., Ltd.<br>Outside Director of DLE Inc.<br>Outside Director of GREE, Inc.   |
| Outside Director                                | Jutaro Takinami    | Part-time Director of APPLIED TECHNOLOGY CO.,<br>LTD.<br>Outside Director of transcosmos Technologies Inc.   |
| Outside Director                                | Nozomu Yoshida     | Representative Director of nozomu.net<br>Director of Concent, Inc.<br>Representative Director of Odayaka Living Co., Ltd.  |

|                            |                   | Outside Statutory Auditor of ASAHI Net, Inc.   |
|----------------------------|-------------------|--|
| Standing Statutory Auditor | Hideaki Ishioka   |  |
| Outside Statutory Auditor  | Toshiaki Nakamura | Outside Statutory Auditor of Riso Kyoiku Co., Ltd.<br>Outside Statutory Auditor of Tokyo Bay Hotels<br>Corporation |
| Outside Statutory Auditor  | Setsuo Yamane     |  |

Notes:

1. Changes in Directors during the fiscal year are as follows:

Executive Managing Director, Masatoshi Kouno: Elected at the 28th Annual General Meeting of Shareholders held on June 26, 2013, and took office

2. Changes in Statutory Auditors during the fiscal year are as follows: Statutory Auditor Kichiro Takao: Retired from office due to expiry of the term of office as

| Statutory Auditor Riemo Takao.            | Refired from office due to expiry of the term of office as |
|---|--|
|   | of the conclusion of the 28th Annual General Meeting of    |
|   | Shareholders held on June 26, 2013                         |
| Outside Statutory Auditor Teruyuki Hiiro: | Retired from office due to expiry of the term of office as |
|   | of the conclusion of the 28th Annual General Meeting of    |
|   | Shareholders held on June 26, 2013                         |
| Outside Statutory Auditor Setsuo Yamane:  | Elected at the 28th Annual General Meeting of              |
|   | Shareholders held on June 26, 2013, and took office        |
|   |  |

- 3. Outside Director Takeshi Natsuno retired upon his resignation as an Outside Director of Trenders Inc., which had been one of his concurrent positions, on May 20, 2014. Outside Director Nozomu Yoshida retired upon his resignation as a Director of takibi, Inc., which had been one of his concurrent positions, on September 30, 2013.
- 4. Directors Takeshi Natsuno, Jutaro Takinami and Nozomu Yoshida are Outside Directors.
- 5. Statutory Auditors Toshiaki Nakamura and Setsuo Yamane are Outside Statutory Auditors.
- 6. Outside Statutory Auditor Toshiaki Nakamura is a certified public tax accountant and possesses considerable expertise and experience in finance and accounting.
- 7. The Company has designated Outside Directors Takeshi Natsuno and Jutaro Takinami, and Outside Statutory Auditor Toshiaki Nakamura and Setsuo Yamane as independent executives stipulated by the Tokyo Stock Exchange, and registered them with the exchange as such.

#### (2) Outside Corporate Officers

1) Status of significant concurrent positions as executive officer held outside the Company and relation of said other organizations with the Company

Outside Director Takeshi Natsuno concurrently holds the positions of Director of Pia Corporation and Director of Dwango Co., Ltd. There is no special relationship between these companies and the Company.

Outside Director Nozomu Yoshida concurrently holds the positions of Representative Director of nozomu.net and Representative Director of Odayaka Living Co., Ltd. There is no special relationship between these companies and the Company. The Company has a business relationship with takibi inc. for which Nozomu Yoshida served as Director.

2) Status of significant concurrent positions as Outside Directors, etc. held outside the Company and relation of said other organizations with the Company

Outside Director Takeshi Natsuno concurrently holds the positions of Part-time Director of NTT Resonant Inc., Outside Director of Sega Sammy Holdings Inc., DLE Inc., and GREE, Inc. The Company has business relationships with NTT Resonant Inc., DLE Inc., and GREE, Inc. The Company has a business relationship with Trenders Inc. for which Takeshi Natsuno served as Director.

Outside Director Jutaro Takinami concurrently holds the positions of Part-time Director of APPLIED TECHNOLOGY CO., LTD. and Outside Director of transcosmos Technologies Inc. Both companies are subsidiaries of the Company.

Outside Director Nozomu Yoshida concurrently holds the position of Outside Director of Concent, Inc. and the position of Outside Statutory Auditor of ASAHI Net, Inc. The Company has a business relationship with ASAHI Net, Inc.

Outside Statutory Auditor Toshiaki Nakamura concurrently holds the position of Outside Statutory Auditor of Riso Kyoiku Co., Ltd. and Tokyo Bay Hotels Corporation. There is no special relationship between these companies and the Company.

3) Liability Limitation Agreement with Outside Directors and Outside Statutory Auditors

The Company has entered into, with each of Outside Directors and with each of Outside Statutory Auditors, the liability limitation agreement, which limits liability for damage under Article 423, Paragraph 1 of the Corporation Law pursuant to the provisions of Article 427, Paragraph 1 of the Corporation Law.

The maximum amount of liability for damage under such agreement is 1 million yen or the amount provided for in Article 425, Paragraph 1 of the Corporation Law, whichever is higher, for Outside Directors Takeshi Natsuno, Jutaro Takinami and Nozomu Yoshida; and 1 million yen or the amount provided for in Article 425, Paragraph 1 of the Corporation Law, whichever is higher, for Outside Statutory Auditors Toshiaki Nakamura and Setsuo Yamane.

#### (3) Principal Activities of Outside Corporate Officers

Principal Activities at Board of Directors' and Board of Statutory Auditors' Meetings during the current fiscal year

| Name of Outside<br>Corporate Officers | Position                     | Attendance at Board of<br>Directors' Meetings and<br>Board of Statutory Auditors'<br>Meetings (Number of times) | Main comments   |
|---------------------------------------|------------------------------|---|---|
| Takeshi Natsuno                       | Outside Director             | 12/13   | He has generally given advice and made<br>proposals on matters to be resolved and<br>reported, as necessary, based on the<br>viewpoint of former director of listed<br>companies and his wide knowledge and<br>experience in Internet business. |
| Jutaro Takinami                       | Outside Director             | 13/13   | He has generally given advice and made<br>proposals on matters to be resolved and<br>reported, as necessary, based on his wide<br>knowledge and experience in management<br>of other companies for long term.                                   |
| Nozomu Yoshida                        | Outside Director             | 12/13   | He has generally given advice and made<br>proposals on matters to be resolved and<br>reported, as necessary, based on his wide<br>knowledge and experience in Internet<br>business.   |
| Toshiaki Nakamura                     | Outside Statutory<br>Auditor | 13/13<br>15/15  | He has generally given opinions on matters<br>to be resolved and reported, as necessary,<br>based on his wide knowledge and<br>experience as a public tax accountant.   |
| Setsuo Yamane                         | Outside Statutory<br>Auditor | 10/10<br>11/11  | He has generally given opinions on matters<br>to be resolved and reported, as necessary,<br>based on his wide knowledge and<br>experience on police duty for long term  |

Note: Changes to Statutory Auditors during the fiscal year are as follows:

Outside Statutory Auditor Setsuo Yamane:

Took office because he was elected as a substitute Statutory Auditor at the 28<sup>th</sup> Annual General Meeting of Shareholders held on June 26, 2013.

#### (4) Remuneration paid to Directors and Statutory Auditors

| Category                                     | Number of Directors and<br>Statutory Auditors paid | Amount paid      |
|--|--|------------------|
| Directors                                    | 12   | 351 million yen  |
| (Outside Directors among the above)          | (3)  | (42 million yen) |
| Statutory Auditors                           | 5  | 25 million yen   |
| (Outside Statutory Auditors among the above) | (3)  | (12 million yen) |
| Total  | 17   | 376 million yen  |

Notes:

1. Amount paid includes Directors' bonuses of 36 million yen resolved at Board of Directors' Meeting held on April 30, 2014.

2. A resolution of the General Meeting of Shareholders limits the remuneration to Directors to 50 million yen per month. (Annual General Meeting of Shareholders held on June 27, 1997)

3. A resolution of the General Meeting of Shareholders limits the remuneration to Statutory Auditors to 5 million yen per month. (Annual General Meeting of Shareholders held on June 25, 1988)

#### 5. Status of the Accounting Auditor

#### (1) Name of the Accounting Auditor

Ernst & Young ShinNihon LLC

#### (2) Remuneration paid to the Accounting Auditor during the current fiscal year

| Total remuneration to be paid during the current fiscal year of the Company (Note)   | 96 million yen  |
|--|-----------------|
| Total amount of money and other profits from properties to be<br>paid by the Company and its subsidiaries to the Accounting<br>Auditor | 157 million yen |

Note: The Audit agreement between the Company and the Accounting Auditor does not separate or is unable to effectively separate audit remunerations for audits under the Corporation Law and audit remunerations for audits under the Securities and Exchange Law. Accordingly, the amount described above does not separate these two types of payment.

#### (3) Matters concerning audits of subsidiaries

Among the major subsidiaries of the Company, transcosmos Korea Inc. underwent legal audits by certified public accountants or accounting auditor other than the Company's Accounting Auditor (including overseas accountants with qualifications similar to those of these accountants).

#### (4) Non-auditing service

The Company pays accounting auditors compensation for the service relating to agreed procedures, other than the service as provided in Article 2, Paragraph 1 of the Certified Public Accountants Act.

#### (5) Summary of the Liability Limitation Agreement

Not applicable.

#### (6) Policy on determining the dismissal or non-reappointment of the Accounting Auditor

If the Accounting Auditor commits or causes any violations of or conflicts with the provisions of the Corporation Law, the Certified Public Accountant Law, or any other laws or regulations of Japan, or if there is any considerable doubt therefor, the Board of Directors will, after obtaining the consent of the Board of Statutory Auditors, submit a proposal for the dismissal or non-reappointment of the Accounting Auditor to the General Meeting of Shareholders. If any of the provisions of Article 340, Paragraph 1 of the Corporation Law applies to the Accounting Auditor, the Board of Statutory Auditors will dismiss the Accounting Auditor upon the unanimous approval of the Statutory Auditors. Further, the Board of Statutory Auditors may decide on the reappointment or non-reappointment by taking into consideration the length of years the Accounting Auditor has served in his or her office.

#### 6. Corporate Structure and Policies

- (1) Corporate Structure to Ensure Legal Compliance and Compliance with the Articles of Incorporation in the Execution of Duties by Directors and Other Corporate Structure to Ensure the Properness of Operations
  - 1) Corporate structure to ensure legal compliance and compliance with the Articles of Incorporation in the execution of duties by Directors

In order to satisfy corporate social responsibility, compliance with laws and regulations, and compliance with the Articles of Incorporation, the Company ensures that Directors adhere to the Compliance Charter, the Code of Conduct, and the Compliance Rules in the execution of duties. The Company will further raise the awareness of all of the Directors on matters of compliance through training sessions on compliance and ensure the execution of duties based on these principles.

The Meeting of Board of Directors, which is to be held once a month in principle, will be operated in accordance to the Board of Directors Regulations. Communication among the Directors is encouraged, and the Directors will oversee the execution of one another's duties. The Statutory Auditors will also participate in the Board Meetings and oversee the execution of the duties of the Directors to ensure that such duties are performed in accordance with all relevant laws. Outside Directors will also be present at the Board Meetings and work to enhance management oversight functions.

Through the implementation of the laws and regulations related to internal control, the Company has once again drawn up a set of basic plans for the establishment of a stronger system for internal control, with the cooperation and support of attorneys, certified public accountants, and other external consultants.

2) System for the storage and management of information in relation to the execution of duties by the Directors

Important decision-making and reports are made in accordance with the Board of Directors Regulations.

Documents related to the execution of duties and other information shall be handled in compliance with the Document Management Rules, Information Management Rules, and Insider Trading Rules. Inspections will be carried out to confirm whether these rules are applied properly, and each rule will be reviewed as necessary.

The administrative work related to these matters, including the inspections to confirm whether the rules are applied and the reviews of the procedures, will be managed under the control of the General Manager of the Business Administration Division and reported to the Board of Directors in a timely manner.

To ensure efficient execution of business, the Company shall endeavor to further promote a system for the rationalization of business and implementation of the IT system.

#### 3) Rules related to the management of the risk of loss and other systems

As stipulated under the Internal Audit Regulations, the Internal Audit Office, an organization under the direct supervision of the President, will prepare an audit plan based on careful consideration of the items to be audited and the audit methods, and conduct the audit in accordance with the plan.

If any breach of laws, regulations, or the Articles of Incorporation is found through an audit by the Internal Audit Office, or if any business act which may lead to a risk of loss due to other causes is found, the matter shall be reported immediately to the President.

The Compliance Promotion Department will be in charge of risk management in accordance with the basic rules on risk management.

Each department will conduct risk management in relation to its respective sector and build a system to report matters promptly to the Compliance Promotion Department in case a risk of loss is discovered. To facilitate the collection of risk information, the Company will familiarize the Directors and employees with the importance of the existence of the Compliance Promotion Department and instruct them to promptly report any risk of loss they discover through the organization.

The information management system will be enhanced based on privacy marks and other personal information protection regulations.

#### 4) System to ensure the efficient execution of duties by the Directors

The Company will ensure the efficient performance of business and implement an assessment and remuneration system linked to the performance results by drawing up an annual plan, medium term management plan, etc., clarifying the objectives to be achieved by the Company, clarifying the organization and business targets with which each Director will be charged, and then by having the Board of Directors review the level of target achievements and feedback the results.

In accordance with the Board of Directors Regulations, the Rules on the Division of Authorities, and the Document Approval Rules, the Company will clarify the authoritative powers and the responsibilities of the Directors.

The Directors will manage and oversee the execution of business by the Executive Officers.

The Company will simplify its processes to ensure that decisions can be made promptly in accordance with the rules of management meetings. Decisions on significant matters shall be made promptly and with care at management meetings comprising the representative directors.

5) System to ensure that the execution of duties by the employees complies with laws and regulations, and the Articles of Incorporation

The Company will see to it that all of employees are familiar with the Compliance Charter, Code of Conduct, and Compliance Rules, to ensure that the employees fulfill their social responsibilities and comply with all relevant laws and regulations, and the Articles of Incorporation in the execution of their duties.

Anti-social elements threatening the order and safety of civil society will be approached with a resolute attitude by the organization as a whole and an internal system excluding business and all other relationships with these elements shall be developed based on the Code of Conduct.

The Compliance Department will name an executive officer in charge of the department as the responsible person, and plan for and implement compliance programs regularly. The Company will raise employees' knowledge of compliance and create a mindset that adheres to compliance by holding training sessions on compliance and preparing and distributing manuals.

The Company will create hotlines in order to establish an environment in which internal whistleblowers may easily provide information.

6) System to ensure the properness of operations by the Company group made up of the Company and its subsidiaries

In order to confirm whether there is any information suggestive of a risk to the Company group made up of the Company and its subsidiaries, the departments in charge of the Company's subsidiaries will take necessary measures for the management of the subsidiaries in accordance with the management rules of the affiliated companies, as called for by the situations of the subsidiaries.

If the departments in charge of the subsidiaries discover any risk of loss of the subsidiaries, it will promptly notify the representative directors of the details of the risk of loss discovered, the level of possible loss, and the influence on the Company.

The Company will dispatch its personnel as Directors or Statutory Auditors to the subsidiaries, and the dispatched directors will attend the Board of Directors' Meetings of the subsidiaries and manage the operations of the subsidiaries.

In order to prevent improper transactions or accounting procedures between the Company and the subsidiaries, the Internal Audit Office will conduct audits, as necessary.

The Group periodically holds a Statutory Auditors Group Meeting constituted of Standing Statutory Auditors of the Company and major subsidiaries and takes measures to raise efficiency and effectiveness of audits.

7) Matters related to employees appointed for the support of Statutory Auditors when so requested by Statutory Auditors

If the Statutory Auditors request the Company to appoint employees to assist them in their work, the representative directors will select one or more suitable employees promptly after considering the reasons for their assignment as assistants to the Statutory Auditors, the number of employees to assign, and the conditions and period of the assignment.

8) Matters related to the independence of the employees described in 7) above from Directors

Employees who are to assist the Statutory Auditors in their work will support the auditing business of the Statutory Auditors under the direction and supervision of the Statutory Auditors. Transfers, evaluation, and disciplinary measures of such employees shall be carried out with the prior consent of the Board of Statutory Auditors.

9) System for reporting to the Statutory Auditors by Directors and employees, and other systems for reporting to the Statutory Auditors

Directors and employees shall report to the Statutory Auditors regularly on the following items, and the Statutory Auditors will attend the Board of Directors' Meetings and other important meetings for briefing.

- Matters to be resolved and matters to be reported at the Board of Directors' Meetings
- Monthly, quarterly, and annual business results, earnings forecasts, and financial conditions
- Details of significant disclosure materials
- Significant organizational and personnel changes
- Matters that may cause material loss to the Company
- The Company's significant accounting principles, accounting standards, and any changes thereto
- Activities of the Internal Audit Office and the Compliance Department
- Other significant matters for approval, or for resolution

If any other event determined by the Statutory Auditors to require reporting occurs, it shall be promptly reported.

10) Other system to ensure that audits by the Statutory Auditors will be effectively conducted

The Directors and employees will work to deepen their understanding of the audits by the Statutory Auditors and to improve the environment for the audits by the Statutory Auditors.

The representative directors will exchange opinions regularly with the Statutory Auditors and establish a system to help the Statutory Auditors communicate efficiently with the Internal Audit Office and perform effective auditing services.

11) System to conduct timely and appropriate disclosures

The Company will keep the officers and employees well informed in accordance with the Timely Disclosure Rules, and establish a reporting line of disclosure information within the Company group consisting of the Company and the subsidiaries. The propriety of the details will be secured, and timely and appropriate disclosures will be achieved at the management meetings.

#### (2) Basic Policy Regarding the Control of the Company

Basic Policy regarding persons who control decision on the Company's financial and business policies

1) Details of the Basic Policy

The Company believes that the persons who control decisions on the Company's financial and business policies need to be persons who understand the source of the Company's corporate value and who will make it possible to continually and persistently ensure and enhance the Company's corporate value and the common interests of its shareholders.

If any party proposes a purchase involving a transfer of corporate control of the Company, the Company believes that the decision on the proposed purchase shall be ultimately made based on the intent of the shareholders as a whole. Also, the Company would not reject a large-scale purchase of the Company's shares if it would contribute to ensuring and enhancing the Company's corporate value and the common interests of its shareholders. Nonetheless, there are several forms of corporate acquisition that benefit neither the corporate value of the target company nor the common interests of its shareholders, such as the following: those with a purpose that would obviously harm the corporate value of the target company and the common interests of its shareholders.

If the sources of the corporate value are not understood and these elements are not secured and improved over the mid-to-long-term by the acquirer of a proposed large-scale purchase of the Company's shares, the Company's corporate value and the common interests of its shareholders will be harmed. The Company believes that it is necessary to ensure its corporate value and the common interests of its shareholders by taking necessary and reasonable countermeasures against such abusive purchases.

- 2) Summary of specific measures to realize the Basic Policy
  - a) Special measures to realize the Basic Policy such as effective use of the Company's assets and proper formation of the Company group

#### Medium-term Management Plan, etc.

The Company, with the understanding of the sources of its corporate value, will endeavor to improve the corporate value of the Company and common interest of shareholders by continuing to implement the following measures under the principle of "customer first" which it has upheld since its foundation.

(i) Measures for Marketing & Sales and BPO business fields

In order to provide comprehensive and global support to help companies boost sales and reduce costs, which are critical issues common to all enterprises, the Company will designate Marketing & Sales and BPO (Business Process Outsourcing) as its new business fields and provide a variety of outsourcing services in these fields. In the Marketing & Sales business field, as the points of contact between companies and customers, including call centers, mobile telecommunications, and websites, are becoming more interactive, the Company will help corporate customers ensure sales growth by creating services that lead to enhancements of points of customer contact and providing solutions that maximize customer value. Various functions the Company provides, including call centers, serve as front points of contact with customers for our client companies. The Company will deliver maximum customer value by revealing latent needs and tasks of client companies through the use of the customer analysis and consulting capabilities specific to the Company, which can identify various issues related to customers while undertaking such functions. The Company will also quickly focus on need to respond to such new channels as e-commerce (EC), smartphones, and social networking services (SNS) by creating and providing more suitable services.

In the BPO business, which leads to cost reductions and improved business efficiency of companies, the Company has achieved cost optimizations to meet the need for cost reductions within client companies, by making the most of the strengths of the Company–standardizing the most suitable processes created by people using IT. The Company has also developed low-cost and high-quality solutions by shifting the service delivery model from an onsite-based model to a near shore and offshore-based model, in addition to applying its track record and expertise accumulated since it was established. Furthermore, the Company has expanded its service fields from such conventional fields as operations for customer support divisions, operations for information system divisions, and sales administrative operations, to fields of corporate operations such as personnel affairs, accounting, general affairs, and purchasing. The Company will provide one-stop services to satisfy more extensive needs for cost reductions.

#### (ii) Provision of services to globalizing market

Since the Company launched its business in China in 1995 and entered the system development market (offshore development) by providing high-quality services at a low cost, it has accelerated the structuring and development of its service system in the Asian market, centering on China and South Korea, such as local call center services, digital marketing services, and business process outsourcing services. In South Korea, the Company provides a real MCM service by enhancing the digital marketing business in addition to existing businesses (call center, direct mail, and field services), with a view to becoming a leading company as the No. 1 outsourcer. In China, the Company has established a firm foundation for the MCM business in the Chinese market by linking and integrating businesses and reinforcing its brand recognition, sales capabilities, and services in China. In addition, the Company will pursue low-cost and high-quality offshore services for the Japanese market, while aiming for further growth in the EC market, which is a promising market, and the financial and telecommunications markets. With regard to its entry into the European and U.S. markets, the Company aims to ensure earnings opportunities in order to establish its business model.

The Company believes that appropriate management is necessary to achieve the global development described above. The Company will accelerate its global development by linking business and management methods through not only promoting the hiring and development of overseas local personnel, but also the standardization and consistent application of best practices on a global basis by establishing the "TCI way," its original management method, which is recognized globally.

(iii) Provision of services with high value-added and high quality in cooperation with Group companies

The Company has not only its original services but also various subsidiaries that are highly specialized in their analytical abilities and technology. The Company will seek to provide high value-added and high quality services by strengthening cooperation with Group companies and creating higher business synergy based on the management ability of the Company's personnel, and strengthen its cost competitiveness with its originality and comprehensive ability.

#### To strengthen its corporate governance

In order to realize transparent and fair management, the Company's policy is to limit the tenure of directors to one year. In addition, it has strengthened the monitoring function on management by making three out of twelve directors be independent outside directors. In terms of operations, the independence of each Director, who is a member of the Board of Directors, is ensured to enable him/her give opinions at his/her discretion, and there are active discussions. For instance, in business development, including the provision of digital marketing functions using SNS, which the Company is currently promoting, the Company is achieving great effects from promoting its business by obtaining the expertise of Outside Directors. Also, it has introduced an executive officer system in an attempt to enhance its responsiveness to changes in the business environment by expediting the decision-making process. The Board of Statutory Auditors consists of three Statutory Auditors including two Outside Statutory Auditors, and they attend important meetings such as the Board of Directors meetings and conduct audits on the Company and subsidiaries in and outside Japan, auditing the execution of duties by Directors.

(b) Measures to prevent inappropriate persons from controlling the financial and business policy decisions of the Company in light of the basic policy

(i) The Company decided to renew a plan as a countermeasure to any act of substantial acquisition of the Company shares (countermeasure to acquisition) (the "Plan"). This was based on the resolution of the Board of Directors Meeting held on May 15, 2012 and the resolution of the 27<sup>th</sup> Annual General Meeting of Shareholders held on June 27, 2012. A summary of the Plan is shown in (ii) below.

#### (ii) Summary of the Plan

The Board of Directors of the Company, as stipulated by the basic policy, thinks that persons who conduct a substantial acquisition of the Company shares which does not contribute to the corporate value of the Company or the common interest of shareholders are inappropriate as persons who control decisions relating to the Company's finance and businesses. The Plan is intended to make it possible to propose alternative plans to shareholders when a substantial acquisition of the Company shares is conducted, secure information and time necessary for shareholders to determine whether to respond to such substantial acquisition or negotiate for shareholders, and prevent any substantial acquisition that would impair the corporate value of the Company and the common interest of shareholders.

The Plan sets out procedures necessary to achieve the purposes stated above, including requirements for acquirers to provide information in advance in case the acquirer intends to acquire 20% or more of the Company's share certificates or other equity securities.

The acquirer must not effect a large-scale acquisition of the shares and other equity securities of the Company until and unless the Board of Directors determines not to trigger the Plan in accordance with the procedures for the Plan.

In the event that an acquirer does not follow the procedures set out in the Plan, or a large-scale acquisition of shares and other equity securities of the Company could harm the corporate value of the Company and, in turn, the common interests of its shareholders, etc., and in cases such as where the acquisition satisfies the triggering requirements set out in the Plan, the Company will implement a gratis allotment of stock acquisition rights (*shinkabu yoyakuken mushou wariate*) for stock acquisition rights with (a) an exercise condition that does not allow the acquirer, etc., to exercise the rights as a general rule, and (b) an acquisition provision to the effect that the Company may acquire the stock acquisition rights in exchange for shares in the Company from persons other than the acquirer, etc., to all shareholders, except the Company, at that time, or implement any other reasonable measures that may be taken under laws and ordinances and the Company's Articles of Incorporation. If the gratis allotment of Stock Acquisition Rights were to take place in accordance the Plan and all shareholders other than the acquirer receive shares in the Company as a result of those shareholders exercising or the Company acquiring those stock acquisition rights, the ratio of voting rights in the Company held by the acquirer may be diluted by up to about a maximum of approximately 50%.

To eliminate arbitrary decisions by directors, the Company will establish the Independent Committee, which is solely composed of members who are independent of the management of the Company such as outside directors to make objective decisions with respect to matters such as implementation or non-implementation of the gratis allotment of stock acquisition rights or acquisition of stock acquisition rights under the Plan. In addition, the Board of Directors may, if prescribed in the Plan, hold a meeting of shareholders and confirm the intent of the Company's shareholders regarding implementation of the gratis allotment of the stock acquisition rights or other measures.

Transparency with respect to the course of those procedures will be ensured by timely disclosure to all of the Company's shareholders.

The effective period of the Plan is from June 27, 2012 to the conclusion of the Annual Shareholders Meeting associated with the last of the fiscal years that end within three years after the conclusion of the 27<sup>th</sup> Annual Shareholders Meeting.

#### (3) Policies on the Decision on Dividend of Surplus

The Company positions redistribution of profits to shareholders as one of its most important management policies. With regard to dividend policy, the Company adopts a policy to emphasize dividend propensity linked to business performance, and its basic policy is to improve the market value of the Company stock as a result of redistributing profits to shareholders.

We plan to pay a dividend of 46.00 yen per share for the fiscal year based on the aforementioned policy.

Note: Amounts shown in this Business Report are rounded down to the unit.

#### Attached document (2)

# Consolidated Balance Sheet (As of March 31, 2014)

(Millions of yen)

| Assets   |        | Liabilities                             | T       |
|--|--------|---|---------|
| Account item   | Amount | Account item                            | Amount  |
| Current assets   | 66,926 | Current liabilities                     | 30,511  |
| Cash and deposits  | 30,521 | Accounts payable—trade                  | 7,846   |
| Notes and accounts receivable-trade  | 31,694 | Short-term bank loans                   | 366     |
| Merchandise and finished goods   | 79     | Current portion of bonds                | 20      |
| Work and software in progress  | 674    | Current portion of long-term            | 1,668   |
| Supplies   | 33     | bank loans                              |         |
| Deferred tax assets  | 1,778  | Accounts payable                        | 3,909   |
| Other  | 2,445  | Accrued expenses                        | 7,106   |
| Allowance for doubtful accounts  | (300)  | Income taxes payable                    | 2,258   |
| Fixed assets   | 25,246 | Accrued consumption tax                 | 1,682   |
| Tangible fixed assets  | 7,714  | Advances received                       | 765     |
| Buildings and structures   | 3,388  | Accrued bonuses for employees           | 3,541   |
| Vehicles and transportation equipment  | 10     | Other                                   | 1,345   |
| Tools, furniture and fixtures  | 2,492  |   |         |
| Land   | 1,181  | Fixed liabilities                       | 851     |
| Lease assets   | 285    | Long-term bank loans                    | 352     |
| Construction in progress   | 356    | Net defined benefit liability           | 172     |
| Intangible fixed assets  | 1,800  | Long-term security deposits received    | 33      |
| Goodwill   | 151    | Other                                   | 294     |
| Software   | 1,178  |   |         |
| Lease assets   | 31     | Total liabilities                       | 31,363  |
| Software in progress   | 145    | Net Assets                              |         |
| Other  | 293    | Shareholders' equity                    | 55,75   |
| Investments and other assets   | 15,731 | Common stock                            | 29,06   |
| Investment in securities   | 2,494  | Capital surplus                         | 20,51   |
| Investment in stocks of unconsolidated subsidiaries and affiliates           | 5,113  | Retained earnings                       | 22,10   |
| Investment in other securities of unconsolidated subsidiaries and affiliates | 76     | Treasury stock                          | (15,929 |
| Investment in unconsolidated   | 2,260  | Accumulated other comprehensive income  | 1,600   |
| subsidiaries and affiliates  |        | Unrealized gain on securities           | 611     |
| Long-term loans receivable   | 434    | Foreign currency translation adjustment | 989     |
| Deferred tax assets  | 133    | Minority interests                      | 3,455   |
| Security deposits  | 5,159  |   |         |
| Other  | 314    |   |         |
| Allowance for doubtful accounts  | (256)  | Total net assets                        | 60,809  |
| Total assets   | 92,173 | Total liabilities and net assets        | 92,173  |

#### Attached document (3)

# Consolidated Statement of Income (from April 1, 2013 to March 31, 2014)

| Account item  | Amount |       |
|---|--------|-------|
| Net sales   |        | 186,5 |
| Cost of sales   |        | 151,1 |
| Gross Profit  |        | 35,4  |
| Selling, general and administrative expenses                  |        | 25,8  |
| Operating income  |        | 9,5   |
| Non-operating income:   |        |       |
| Interest income   | 55     |       |
| Dividend income   | 31     |       |
| Share of profit of entities accounted for using equity method | 15     |       |
| Foreign exchange gains  | 261    |       |
| Employment development subsidy                                | 167    |       |
| Other   | 376    | 9     |
| Non-operating expenses:                                       |        |       |
| Interest expenses   | 85     |       |
| Provision of allowance for doubtful accounts                  | 108    |       |
| Other   | 172    | 3     |
| Ordinary income   |        | 10,0  |
| Extraordinary gains:  |        |       |
| Gain on sale/disposal of investment in securities             | 234    |       |
| Gain on sales of subsidiaries and affiliates' stocks          | 33     |       |
| Reversal of reserve for loss on litigation                    | 1,064  |       |
| Other   | 222    | 1,5   |
| Extraordinary losses:   |        |       |
| Impairment loss   | 156    |       |
| Loss on write-down of investment in securities                | 1,123  |       |
| Loss on litigation  | 406    |       |
| Other   | 175    | 1,8   |
| Income before income taxes and minority interests             |        | 9,7   |
| Income taxes—current  | 2,617  |       |
| Income taxes—deferred   | 285    | 2,9   |
| Income before minority interests                              |        | 6,8   |
| Minority interests in income                                  |        | 5     |

#### Attached document (4)

### **Consolidated Statement of Changes in Net Assets**

(from April 1, 2013 to March 31, 2014)

(Millions of yen)

|  |              |                 | Shareholders' equity | ,              |                                  |
|--|--------------|-----------------|----------------------|----------------|----------------------------------|
|  | Common stock | Capital surplus | Retained earnings    | Treasury stock | Total<br>shareholders'<br>equity |
| Balance at the beginning of the fiscal year                                      | 29,065       | 20,510          | 17,297               | (15,924)       | 50,949                           |
| Change during the fiscal year  |              |                 |                      |                |                                  |
| Dividend of surplus  |              |                 | (1,481)              |                | (1,481)                          |
| Net income   |              |                 | 6,289                |                | 6,289                            |
| Acquisition of treasury stock  |              |                 |                      | (4)            | (4)                              |
| Net change in items other than<br>shareholders' equity during<br>the fiscal year |              |                 |                      |                | _                                |
| Total change during the fiscal year  | _            | _               | 4,808                | (4)            | 4,803                            |
| Balance at the end of the fiscal year  | 29,065       | 20,510          | 22,105               | (15,929)       | 55,753                           |

Note: Figures less than one million yen are rounded down to the nearest million.

|  |                                  |  |  | (                  | Millions of yen) |
|--|----------------------------------|--|--|--------------------|------------------|
|  | Accumulate                       | d other comprehens                               | ive income   |                    |                  |
|  | Unrealized gain<br>on securities | Foreign<br>currency<br>translation<br>adjustment | Total<br>accumulated<br>other<br>comprehensive<br>income | Minority interests | Total net assets |
| Balance at the beginning of the fiscal year                                      | 248                              | (1,314)  | (1,065)  | 3,417              | 53,301           |
| Change during the fiscal year  |                                  |  |  |                    |                  |
| Dividend of surplus  |                                  |  | -  |                    | (1,481)          |
| Net income   |                                  |  | -  |                    | 6,289            |
| Acquisition of treasury stock  |                                  |  | -  |                    | (4)              |
| Net change in items other<br>than shareholders' equity<br>during the fiscal year | 362                              | 2,303  | 2,666  | 38                 | 2,704            |
| Total change during the fiscal year  | 362                              | 2,303  | 2,666  | 38                 | 7,507            |
| Balance at the end of the fiscal year  | 611                              | 989  | 1,600  | 3,455              | 60,809           |

#### Notes to Consolidated Financial Statements

#### Basis of preparation of consolidated financial statements

- 1. Scope of Consolidation
  - (1) Number of consolidated subsidiaries: 44

The names of principal consolidated subsidiaries

J-Stream Inc., APPLIED TECHNOLOGY CO., LTD., transcosmos Korea Inc., transcosmos CRM Okinawa Inc.

Changes in our consolidated subsidiaries during the fiscal year under review are as follows:

(Newly included)

- Hottech digital technology (Tianjin) Co., Ltd. (established on October 22, 2013) (Excluded)

- ENTERMEDIA, INC. (sold all shares held in the company)

(2) Names of principal non-consolidated subsidiaries

transcosmos design development (Dalian) Co., Ltd. and others

(Reason for exclusion from the scope of consolidation)

All non-consolidated subsidiaries are small in size, and each item of their total assets, net sales, net income (calculated according to our equity interest) and retained earnings (calculated according to our equity interest) is not substantial, and do not have a material impact on the consolidated financial statements.

#### 2. Application of equity method

(1) Number of affiliates accounted for by the equity method: 14

Names of principal non-consolidated subsidiaries and affiliates accounted for by the equity method Nielsen Co., Ltd., Forecast Communications Inc.

Changes to our non-consolidated subsidiaries and affiliates accounted for by the equity method during the fiscal year under review are as follows:

(Newly included)

- PFSweb, Inc. (newly acquired)

- FineEx (newly acquired)

(Exclude)

- 9Fruitsmedia, Inc. (sold all shares held in the company)

- NCP Zero-Base Fund (dissolution completed on April 9, 2013)

- (2) Unconsolidated subsidiaries to which the equity method is not applied (transcosmos Design and Development (Dalian) Limited and others) are excluded from the scope of application of the equity method as their impact on net income or loss (amount proportional to the ownership) and retained earnings (amount proportional to the ownership) is infinitesimal, and has low importance as a whole.
- (3) For those subsidiaries accounted for by the equity method that have different account closing dates from the Company, financial statements are stated according to fiscal year of the respective companies.

3. Fiscal year, etc. of the consolidated subsidiaries

Following are the consolidated subsidiaries with different account closing dates from the Company. (Account closing date: December 31)

| <ul> <li>transcosmos Information Creative Japan</li> <li>NIHONCHOKUHAN Co. Ltd.</li> <li>transcosmos America, Inc.</li> </ul>                                | <ul> <li>transcosmos (Thailand) Co., Ltd.</li> <li>Shanghai transcosmos Interactive Services Co., Ltd.</li> <li>Beijing transcosmos Interactive Services Co., Ltd.</li> <li>Suzhou transcosmos Information Creative Co., Ltd.</li> <li>Wuxi transcosmos Interactive Services Co., Ltd.</li> </ul> |
|--|---|
| <ul> <li>transcosmos Information System (Shanghai)</li> <li>Co., Ltd.</li> <li>transcosmos MCM Shanghai Co., Ltd.</li> <li>transcosmos Korea Inc.</li> </ul> | <ul> <li>transcosmos business service outsourcing suzhou Co.,<br/>Ltd.</li> <li>Transcosmos Investment Consulting (Beijing) Co.,<br/>Ltd. Investment Consulting</li> <li>Hottech digital technology (Tianjin) Co., Ltd.</li> <li>Transcosmos Digital Marketing Cayman Co., Ltd.</li> </ul>        |

- Shine Harbour Ltd.
- The consolidated financial statements are prepared based on the financial statements of each of the consolidated subsidiaries as of its account closing date. In the case of significant transactions that took place between the account closing dates of the consolidated subsidiaries and the consolidated account closing date, necessary adjustments are made for consolidation purposes.

(Account closing date: Others)

| Names of company          | Account closing dates |
|---------------------------|-----------------------|
| • CCP-Global Fund II      | May 31                |
| • CAREER INCUBATION, INC. | September 30          |

The consolidated financial statements are prepared based on the financial statements of each of the consolidated subsidiaries prepared on the basis of the provisional closing of account as of the consolidated account closing date.

4. Significant accounting policies

(1) Standards and methods of valuation of securities

| Other available-for-sale securities | Other | availabl | e-for-sa | le sec | urities |
|-------------------------------------|-------|----------|----------|--------|---------|
|-------------------------------------|-------|----------|----------|--------|---------|

| Other available-for-sale securities   |   |
|---|---|
| Securities with market value  | • Market value method based on the market price as of<br>the consolidated account closing date. (Differences in<br>valuation are included directly in net assets and costs of<br>securities sold are calculated using the moving-average<br>method.)  |
| Securities without market value   | $\cdot$ Stated at cost using the moving-average method.   |
| Investments to limited liability partnership                                | for investment, etc.  |
|   | The evaluation is based on the Company's holding ratio<br>of the net asset of the limited liability partnership for<br>investment, etc., in which the Company invests, in the<br>most recent fiscal year.   |
| (2) Standards and method of valuation of invent                             | ories   |
| The cost method (method to reduce book val valuation.                       | lue from lower profitability) is adopted as the standard for  |
| Merchandise and finished goods<br>Work and software in progress<br>Supplies |   |
| (3) Depreciation methods for fixed assets                                   |   |
| Tangible fixed assets   |   |
| (excluding lease assets)  | <ul> <li>Buildings (excluding building fixtures)</li> <li>a) Buildings acquired on or before March 31, 1998</li> <li>Depreciated using the old declining-balance method.</li> <li>b) Buildings acquired between April 1, 1998 and March 31, 2007</li> <li>Depreciated using the old straight-line method.</li> <li>c) Buildings acquired on or after April 1, 2007</li> <li>Depreciated using the straight-line method.</li> <li>Other property and equipment</li> <li>a) Other property and equipment acquired on or before March 31, 2007</li> <li>Depreciated using the old declining-balance method.</li> </ul> |

b) Other property and equipment acquired on or after April 1, 2007
Depreciated using the declining-balance method.
Overseas consolidated subsidiaries mainly use the straight-line method.

In addition, items acquired on or before March 31, 2007 are depreciated using the straight line method over five years starting the fiscal year following the fiscal year when the final depreciable limit is reached.

| Intangible fixed assets<br>(excluding lease assets) | Depreciated mainly using the straight-line method.<br>As for software for in-house use, the straight-line<br>method is used with a useful life of five years. Software<br>for commercial sale is depreciated based on the quantity<br>expected to be sold within three years after being put on<br>the market. If the amount of depreciation is less than the<br>amount of even installment based on the remaining life,<br>it is depreciated with the amount not less than the even<br>installment. |
|---|--|
| Lease assets  | Finance leases other than those for which the ownership<br>of the leased property is deemed to transfer to the<br>lessee.<br>These lease transactions are accounted for by<br>straight-line method based on lease period of useful<br>lives with residual values of zero.  |
| (4) Standards of accounting for significant allow   | ances, accruals and reserves   |
|   | Allowance for estimated uncollectible amounts are<br>calculated using historical data for general receivables<br>and individually considering the probability of<br>collection for doubtful receivables.<br>Accrued bonuses for employees of the Company and<br>domestic consolidated subsidiaries is calculated based on  |
| Accrued bonuses for directors                       | the estimates of bonus obligations for the current fiscal<br>term.<br>Accrued bonuses for directors are provided based on the<br>estimates of bonus obligations attributable to the current<br>fiscal term.  |

(5) Other important issues which are bases for preparing consolidated financial statements

1) Translation of significant foreign-currency-denominated assets and liabilities into yen

Monetary assets and liabilities denominated in foreign currencies are translated into yen at the spot exchange rate as of the end of the fiscal term, and the resulting exchange differences are credited or charged to income. Assets and liabilities of overseas subsidiaries are translated into yen at the spot exchange rate as of the account closing date of each company. The resulting exchange differences have been recorded as a component of "foreign currency translation adjustment" and "minority interests" in the section of Net Assets.

#### 2) Significant hedge accounting

| (i) Hedge accounting method               | Deferred accounting treatment is applied.             |
|---|---|
|   | Special accounting rules are applied to interest swap |
|   | transactions which conform to requirements of special |
|   | accounting rules.                                     |
| (ii) Means for hedging and hedged items … | Means for hedging: Interest rate swaps                |
|   | Hedged items: Bank loans                              |
|   |   |

|    | (iii) Hedging policy                       | Interest rate swap transactions are conducted to avoid<br>interest rate fluctuation risks in accordance with the<br>internal rules. |
|----|--|---|
|    | (iv) Assessment method of effectiveness of | hedges<br>The assessment of effectiveness is omitted because the<br>requirements of special accounting rules are met.               |
| 3) | <b>C</b> 1                                 | Consumption tax and local consumption tax are accounted for by the tax exclusion method.  |

#### 4) Basis for recording significant revenues and expenses

Basis for recording revenues and expenses on software produced on orders

The percentage of completion method (the cost-to-cost method, etc. for the percentage of completion estimate) is applied for the portion completed by the end of the fiscal year ended March 31, 2014, which is deemed to be certain to complete, and the completed contract method is applied otherwise.

5) Method and period of amortization of goodwill and negative goodwill

Goodwill and negative goodwill incurred on or before March 31, 2010 are amortized by equal installments over five years. If any circumstance arises which prevents the effect of amortization of goodwill, amount of amortization will be decreased accordingly.

6) Standards of accounting for liabilities for retirement benefits

To calculate liabilities for retirement benefits and retirement benefit expenses, some consolidated subsidiaries use a simplified method that assumes that the retirement benefit obligation is equal to the amount of benefits that would be required to be paid if all eligible employees voluntarily retire at the fiscal year-end.

5. Change in presentation

Consolidated balance sheet-related

The "reserve for retirement benefits" presented in the previous consolidated fiscal year is presented as "liabilities for retirement benefits" effective from the current consolidated fiscal year, as a result of the application of the "Accounting Standards for Retirement Benefits" (ASBJ Statement No. 26, May 17, 2012; hereinafter "Retirement Benefits Accounting Standards") and the "Guidance on Accounting Standards for Retirement Benefits" (ASBJ Guidance No. 25, May 17, 2012).

The application of the Retirement Benefits Accounting Standards, etc., is pursuant to the transitional treatment prescribed in Paragraph 37 of the Retirement Benefits Accounting Standards.

#### Notes to the Consolidated Balance Sheet

- 1. Accumulated depreciation of tangible fixed assets
- 2. Contingent liabilities

Alfresa Pharma Corporation and Mitsubishi Tanabe Pharma Corporation filed a suit against the Company in the Tokyo District Court for damages in the amount of 1,474 million yen concerning the investigational new drug assignment work ordered by the said companies on February 18, 2011. With regard to this lawsuit, on January 23, 2012, the plaintiff filed for an expansion of the scope of the claim and accordingly, the claimed amount of damages was changed to 2,501 million yen. However, a judicial settlement was reached for this lawsuit on September 9, 2013.

#### Notes to the Consolidated Statement of Changes in Net Assets

1. Total number of shares issued

| Class of shares          | Number of shares at  | Number of shares     | Number of shares     | Number of shares at the   |
|--------------------------|----------------------|----------------------|----------------------|---------------------------|
|                          | the beginning of the | increased during the | decreased during the | end of the current fiscal |
|                          | current fiscal year  | current fiscal year  | current fiscal year  | year                      |
| Common stock<br>(shares) | 48,794,046           | _                    | _                    | 48,794,046                |

#### 2. Treasury sock

| Class of shares          | Number of shares at  | Number of shares     | Number of shares     | Number of shares at the   |
|--------------------------|----------------------|----------------------|----------------------|---------------------------|
|                          | the beginning of the | increased during the | decreased during the | end of the current fiscal |
|                          | current fiscal year  | current fiscal year  | current fiscal year  | year                      |
| Common stock<br>(shares) | 7,650,551            | 2,825                |                      | 7,653,376                 |

(Outline of causes for changes)

Details of number of shares increased are as follows.

Increase due to purchase of shares less than one unit:

2,825 shares

¥13,769 million

#### 3. Dividends

#### (1) Dividends paid

| Resolution  | Class of shares | Total amount of<br>dividends<br>(millions of yen) | Dividend per<br>share (yen) | Record date    | Effective date |
|---|-----------------|---|-----------------------------|----------------|----------------|
| Annual General<br>Meeting of<br>Shareholders held<br>on June 26, 2013 | Common<br>stock | 1,481   | 36                          | March 31, 2013 | June 27, 2013  |

(2) Dividends with an effective date falling in the following fiscal year, among distributions with record dates belonging to the current fiscal year

| Resolution   | Class of shares | Source of dividends  | Total amount<br>of dividends<br>(millions of<br>yen) | Dividend per<br>share (yen) | Record date    | Effective date |
|--|-----------------|----------------------|--|-----------------------------|----------------|----------------|
| Annual General<br>Meeting of<br>Shareholders<br>held on June 25,<br>2014 | Common<br>stock | Retained<br>earnings | 1,892  | 46                          | March 31, 2014 | June 26, 2014  |

#### Notes on financial instruments

1. Matters related to the status of financial instruments

(1) Policy on financial instruments

The Company Group makes investments in stocks based upon the request of business promotions including business or capital tie-up, or invests excess funds in financial instruments such as deposits whose principles are secured, as a basic policy. In order to obtain funding, the Company selects the most adequate financial instruments, including bank borrowings, bond issuance or stock issuance, depending on the situations. And derivatives are used in interest rate swap, currency swap and currency forward transactions to hedge against market risks and the Company has a policy not to use derivatives for speculation.

(2) Details, risks and risk management of financial instruments

Notes and accounts receivable-trade, which are operating receivables, are exposed to customers' credit risks. With regard to these risks, we manage maturities and balances for each business partner and strive to find out early and mitigate concerns for collection due to deteriorating financial circumstances. Investment in securities mainly consists of stocks related to operations and capital alliances. Although these are exposed to market fluctuation risk and issuers' credit risks, we grasp the market prices and obtain issuers' financial statements on a regular basis and we grasp the market prices and obtain issuers' financial statements on a regular basis. At the same time, we properly review the values of investment and make efforts to collect the investment values.

Most of accounts payable-trade and accrued expenses, which are operating payables, have payment due dates that are less than one year away. Short-term bank loans out of loans payable are mainly financing for operational transactions; long-term bank loans (less than five years as a general rule) and bonds are financing for long-term investments such as capital investments. Among them, part of long-term bank loans have floating interest rates and are exposed to interest rate fluctuation risk, therefore they are hedged using derivatives (interest rate swap transactions). Those hedged items that

meet the requirements for exceptional accounting of interest rate swap are assessed for effectiveness by judging them, and those which do not meet the requirements for exceptional accounting are assessed by comparing the accumulated market changes of the hedged assets and hedging instruments and based on the changes of both.

The planning, execution and management of derivatives are conducted by the specialized department based upon the proper procedures in accordance with the approval policy. Also, in using derivatives, we conduct transactions only with financial institutions with a high credit rating to mitigate credit risks.

As to operational debts and bank loans, the Company Group manages them by having each company prepare monthly cash flow plans in order not to detract the creditability of the Company Group. The Company Group also has commitment-line contracts in place in order to ensure to fulfill all obligations.

2. Matters related to fair values of financial instruments

The recorded amounts on the consolidated financial statements, fair values and the differences of these as of March 31, 2014 are as follows. Financial instruments whose fair values are extremely difficult to determine are not listed in the following table.

|  |  |             | (Millions of yen) |
|--|--|-------------|-------------------|
|  | Recorded amount on<br>consolidated balance<br>sheet* | Fair value* | Difference        |
| (1) Cash and deposits                          | 30,521   | 30,521      | _                 |
| (2) Notes and accounts receivable- trade       | 31,694   | 31,694      | _                 |
| (3) Securities and<br>investment in securities |  |             |                   |
| Other available-for-sale securities            | 1,097  | 1,097       | _                 |
| (4) Accounts payable-trade                     | (7,846)  | (7,846)     | _                 |
| (5) Short-term bank loans                      | (366)  | (366)       | 0                 |
| (6) Accrued expenses                           | (7,106)  | (7,106)     | -                 |
| (7) Bonds                                      | (20)   | (19)        | 0                 |
| (8) Long-term bank loans                       | (2,020)  | (2,041)     | (20)              |
| (9) Derivatives                                | -  | -           | _                 |

\*Items recorded in Liabilities are marked with ().

Note 1: Measurement of fair value of financial instrument and matters related to securities and derivatives (1) Cash and deposits and (2) Notes and accounts receivable-trade

- As these are settled in the short term, their fair values are almost equivalent to book values, and therefore their book values are used.
- (3) Securities and investment in securities With regard to the fair values of securities and investment in securities, market prices at stock exchanges are used for stocks and prices provided by banks are used for bonds.

(4) Accounts payable-trade, and (6) Accrued expenses As these are settled in the short term, their fair values are almost equivalent to book values, and therefore their book values are used.

#### (5) Short-term bank loans

The fair values of short-term bank loans are measured by the present value of future cash flows of each debt categorized according to a certain range of term, and discounted by rates which incorporate terms to repayment dates and credit risks.

#### (7) Bonds

The fair values of bonds are measured by the present value of the sums of principal and interest discounted by rates which incorporate terms to repayment dates and credit risk.

(8) Long-term bank loans

The fair values of long-term bank loans are measured based upon the present values obtained by discounting the total amount of principals and interests at a rate with term to maturity and credit risk taken into account. Long-term bank loans with floating rates are the hedged item of interest rate swaps under special accounting treatment. The fair values of these loans are measured based upon the present values obtained by discounting the total amount of principals and interests, which are accounted for together with associated interest rate swaps, at a rate with term to maturity and credit risk taken into account.

(9) Derivatives

Interest rate swaps which qualify for special accounting treatment are accounted for as an integral part of long-term bank loans, a hedged item. Thus, their fair values are included in the fair value of long-term bank loans.

Note 2: Unlisted equity securities (Consolidated balance sheet amount: 1,396 million yen) are not included in the above "(3) Securities and investment securities, Other available-for-sale securities" since their market price is not available, it is not possible to estimate the future cash flows, and the assessment of their fair values is deemed extremely difficult.

#### Notes regarding per share data

| 1. Net assets per share | 1,394.09 yen |
|-------------------------|--------------|
| 2. Net income per share | 152.87 yen   |

#### Notes regarding significant subsequent events

At the Board of Directors' meeting held on April 28, 2014, the Company resolved to transfer all shares of its consolidated subsidiary, FromSoftware, Inc. (segment: BtoC subsidiary, main business: planning, development and sale of game software), to KADOKAWA CORPORATION (scheduled for May 21, 2014). As a result of the transfer of these shares (transfer price: 2,844 million yen), approximately 1,753 million yen of gain on sales of affiliates' stocks is expected to be recorded as extraordinary gains in the consolidated financial statements for the first quarter of the fiscal year ending March 2015.

#### Attached document (5)

# Non-Consolidated Balance Sheet (As of March 31, 2014)

(Millions of yen)

| Assets   |         | Liabilities   |         |
|--|---------|---|---------|
| Account item                                   | Amount  | Account item  | Amount  |
| Current assets                                 | 46,916  | Current liabilities                                       | 22,320  |
| Cash and deposits                              | 20,065  | Accounts payable—trade                                    | 7,168   |
| Notes receivable                               | 38      | Current portion of long-term bank loans                   | 1,623   |
| Accounts receivable-trade                      | 23,629  | Accounts payable  | 1,763   |
| Merchandise                                    | 0       | Accrued expenses  | 5,073   |
| Work and software in progress                  | 151     | Income taxes payable                                      | 1,455   |
| Supplies                                       | 10      | Accrued consumption tax                                   | 1,111   |
| Advances                                       | 119     | Advances received   | 440     |
| Prepaid expenses                               | 605     | Deposits received   | 253     |
| Short-term loans                               | 200     | Accrued bonuses for employees                             | 3,174   |
| Accounts receivable-other                      | 50      | Accrued bonuses for directors                             | 36      |
| Deferred tax assets                            | 1,466   | Other   | 220     |
| Other  | 582     | Fixed liabilities   | 668     |
| Allowance for doubtful accounts                | (3)     | Long-term security deposits received                      | 10      |
| Fixed assets                                   | 24,102  | Provision for loss on guarantees                          | 526     |
| Tangible fixed assets                          | 2,509   | Deferred tax liabilities                                  | 30      |
| Buildings                                      | 878     | Other   | 100     |
| Structures                                     | 8       |   |         |
| Tools, furniture and fixtures                  | 1,124   |   |         |
| Land   | 373     |   |         |
| Lease assets                                   | 124     |   |         |
| Intangible fixed assets                        | 837     | Total liabilities   | 22,988  |
| Goodwill                                       | 51      | Net Assets  |         |
| Software                                       | 634     | Shareholders' equity                                      | 47,608  |
| Lease assets                                   | 18      | Common stock  | 29,06   |
| Telephone rights                               | 89      | Capital surplus   | 20,51   |
| Software in progress                           | 42      | Other capital surplus                                     | 20,510  |
| Investments and other assets                   | 20,755  | Retained earnings   | 13,96   |
| Investment in securities                       | 1,875   | Legal retained earnings                                   | 811     |
| Investment in stocks of subsidiaries and       | 14,495  | Other retained earnings                                   | 13,149  |
| affiliates                                     |         | Unappropriated retained earnings                          | 13,149  |
| Investment in other securities of subsidiaries | 162     | Treasury stock  | (15,929 |
| and affiliates                                 |         | Valuation and translation adjustments                     | 421     |
| Investment in subsidiaries and affiliates      | 948     | Net unrealized gain (loss) on securities                  | 421     |
| Long-term loans receivable from subsidiaries   | 1,671   |   |         |
| and affiliates                                 | ,       |   |         |
| Security deposits                              | 2,940   |   |         |
| Other  | 2,940   |   |         |
|  |         |   |         |
| Allowance for doubtful accounts                | (1,595) | Tatal wat a sauta   | 40.030  |
| Total assets                                   | 71,019  | Total net assets         Total liabilities and net assets | 48,030  |

#### Attached document (6)

# Non-Consolidated Statement of Income (from April 1, 2013 to March 31, 2014)

| Account item                                      | Amount |         |
|---|--------|---------|
| Net sales   |        | 145,832 |
| Cost of sales                                     |        | 122,722 |
| Gross Profit                                      |        | 23,10   |
| Selling, general and administrative expenses      |        | 16,17.  |
| Operating income                                  |        | 6,93    |
| Non-operating income:                             |        |         |
| Interest income                                   | 29     |         |
| Dividend income                                   | 43     |         |
| Foreign exchange gains                            | 514    |         |
| Reversal of provision for loss on guarantees      | 259    |         |
| Other   | 250    | 1,09    |
| Non-operating expenses:                           |        |         |
| Interest expenses                                 | 64     |         |
| Interest on bonds                                 | 2      |         |
| Provision of allowance for doubtful accounts      | 449    |         |
| Other   | 170    | 68      |
| Ordinary income                                   |        | 7,34    |
| Extraordinary gains:                              |        |         |
| Reversal of reserve for loss on litigation        | 1,064  |         |
| Company establishment subsidies                   | 44     |         |
| Other   | 177    | 1,28    |
| Extraordinary losses:                             |        |         |
| Impairment loss                                   | 78     |         |
| Loss on sale/disposal of investment in securities | 1,123  |         |
| Loss on litigation                                | 406    |         |
| Other   | 155    | 1,76    |
| Income before income taxes                        |        | 6,86    |
| Income taxes—current                              | 1,691  |         |
| Income taxes—deferred                             | 305    | 1,99    |
| Net income  |        | 4,87    |

# Attached document (7)

# Non-Consolidated Statement of Changes in Net Assets (from April 1, 2013 to March 31, 2014)

(Millions of yen)

|  | Shareholders' equity |                       |                       |  |
|--|----------------------|-----------------------|-----------------------|--|
|  | Common stock         | Capital surplus       |                       |  |
|  | Common stock         | Other capital surplus | Total capital surplus |  |
| Balance at the beginning of the fiscal year                                      | 29,065               | 20,510                | 20,510                |  |
| Change during the fiscal year  |                      |                       |                       |  |
| Dividend of surplus  |                      |                       | _                     |  |
| Net income   |                      |                       | _                     |  |
| Acquisition of treasury<br>stock   |                      |                       | _                     |  |
| Net change in items other<br>than shareholders' equity<br>during the fiscal year |                      |                       | _                     |  |
| Total change during the fiscal year  | _                    | _                     | _                     |  |
| Balance at the end of the fiscal year  | 29,065               | 20,510                | 20,510                |  |

Note: Figures less than one million yen are rounded down to the nearest million.

|  |                      |  |                | (              | Millions of yen)       |
|--|----------------------|--|----------------|----------------|------------------------|
|  | Shareholders' equity |  |                |                |                        |
|  | ]                    | Retained earning                       | 8              | Treasury stock |                        |
|  | Legal retained       | Other retained<br>earnings             | Total retained |                | Total<br>shareholders' |
|  | earnings             | Unappropriated<br>retained<br>earnings | earnings       | ficusury stock | equity                 |
| Balance at the beginning of the fiscal year                                      | 663                  | 9,907                                  | 10,571         | (15,924)       | 44,223                 |
| Change during the fiscal year  |                      |  |                |                |                        |
| Dividend of surplus  | 148                  | (1,629)                                | (1,481)        |                | (1,481)                |
| Net income   |                      | 4,871                                  | 4,871          |                | 4,871                  |
| Acquisition of treasury<br>stock   |                      |  | _              | (4)            | (4)                    |
| Net change in items other<br>than shareholders' equity<br>during the fiscal year |                      |  | _              |                | _                      |
| Total change during the fiscal year  | 148                  | 3,242                                  | 3,390          | (4)            | 3,385                  |
| Balance at the end of the fiscal year  | 811                  | 13,149                                 | 13,961         | (15,929)       | 47,608                 |

Note: Figures less than one million yen are rounded down to the nearest million.

|  |  |   | (Millions of yen) |
|--|--|---|-------------------|
|  | Valuation and tran                       |   |                   |
|  | Net unrealized gain (loss) on securities | Total valuation and translation adjustments | Total net assets  |
| Balance at the beginning of the fiscal year                                      | 174                                      | 174   | 44,398            |
| Change during the fiscal year  |  |   |                   |
| Dividend of surplus  |  | _   | (1,481)           |
| Net income   |  | _   | 4,871             |
| Acquisition of treasury<br>stock   |  | _   | (4)               |
| Net change in items other<br>than shareholders' equity<br>during the fiscal year | 247                                      | 247   | 247               |
| Total change during the fiscal year  | 247                                      | 247   | 3,632             |
| Balance at the end of the fiscal year  | 421                                      | 421   | 48,030            |

Note: Figures less than one million yen are rounded down to the nearest million.

# **Notes to Non-Consolidated Financial Statements**

# Significant accounting policies

1. Standards and methods of valuation of securities

| Shares of majority-owned subsidiaries and affiliates   |  |  |  |  |  |
|--|--|--|--|--|--|
| ······ Stated at cost using the moving-average method  |  |  |  |  |  |
| Other available-for-sale securities  |  |  |  |  |  |
| <ul> <li>Securities with market value Market value method based on the market price as of the account closing date. (Differences in valuation are included directly in net assets and costs of securities sold are calculated using the moving-average method.)</li> <li>Securities without market value</li></ul> |  |  |  |  |  |

# 2. Standards and methods of valuation of inventories

The cost method (method to reduce book value from lower profitability) is adopted as the standard for valuation.

| Merchandise Gross average method                   |
|--|
| Work and software in progress Specific cost method |
| Supplies Cost using the last-purchase-price method |

3. Depreciation methods for fixed assets

| Tangible fixed assets    |  |
|--------------------------|--|
| (excluding lease assets) | Buildings (excluding building fixtures)                |
|                          | a. Buildings acquired on or before March 31, 1998      |
|                          | Depreciated using the old declining-balance method.    |
|                          | b. Buildings acquired between April 1, 1998 and March  |
|                          | 31, 2007   |
|                          | Depreciated using the old straight-line method.        |
|                          | c. Buildings acquired on or after April 1, 2007        |
|                          | Depreciated using the straight-line method.            |
|                          | Other property and equipment                           |
|                          | a. Other property and equipment acquired on or before  |
|                          | March 31, 2007   |
|                          | Depreciated using the old declining-balance method.    |
|                          | b. Other property and equipment acquired on or after   |
|                          | April 1, 2007  |
|                          | Depreciated using the declining-balance method.        |
|                          | In addition, items acquired on or before March 31,     |
|                          | 2007 are depreciated using the straight line method    |
|                          | over five years starting the fiscal year following the |
|                          | fiscal year when the final depreciable limit is        |
|                          | reached.   |
|                          |  |

| Intangible fixed assets                             |  |
|---|--|
| (excluding lease assets)                            | Straight-line method   |
|   | As for software for in-house use, the straight-line  |
| Lease assets  | method is used with a useful life of five years.<br>Finance leases other than those for which the ownership<br>of the leased property is deemed to transfer to the<br>lessee.<br>These lease transactions are accounted for by<br>straight-line method based on lease period of useful<br>lives with residual values of zero.  |
| 4. Standards of accounting for allowances, accruals | s and reserves   |
| Allowance for doubtful accounts                     | Allowance for estimated uncollectible is calculated<br>using historical data for general receivables and<br>individually considering the probability of collection for<br>doubtful receivables.  |
| Accrued bonuses for employees                       | Accrued bonuses for employees are calculated based on<br>the estimates of bonus obligations for the current fiscal<br>term.  |
| Accrued bonuses for directors                       | Accrued bonuses for directors are provided based on the estimates of bonus obligations attributable to the current fiscal term.  |
| Provision for loss on guarantees                    | To prepare for losses arising from fulfilling guarantee<br>obligations of affiliated companies, the Company<br>appropriates a provision for the estimated cost of losses<br>for guarantee obligation which are highly likely to be<br>required for fulfilling such obligations, taking into<br>consideration the recoverability by exercising right of<br>indemnity. |

5. Basis for recording revenues and expenses

| Basis for recording | revenues and | expenses o    | n software | produced or       | n orders |
|---------------------|--------------|---------------|------------|-------------------|----------|
|                     |              | · · · · · · · |            | r · · · · · · · · |          |

| ••••• | •••••• | • | The percentage of completion method (the cost-to-cost |
|-------|--------|---|---|
|       |        |   | method for the percentage of completion estimate) is  |
|       |        |   | applied for the portion completed by the end of the   |
|       |        |   | fiscal year ended March 31, 2014, which is deemed to  |
|       |        |   | be certain to complete, and the completed contract    |
|       |        |   | method is applied otherwise.                          |

6. Other important issues which are bases for preparing non-consolidated financial statements

| (1) Hedge accounting                           | 6  |
|--|--|
| 1  | Deferred accounting treatment is applied.<br>Special accounting rules are applied to interest swap<br>transactions which conform to requirements of special<br>accounting rules.   |
| (ii) Means for hedging and hedged items        | Means for hedging: Interest rate swaps<br>Hedged items: Bank loans   |
|  | Interest rate swaps are conducted to avoid interest rate fluctuation risks in accordance with the internal rules.  |
| (iv) Assessment method of effectiveness of her | lges   |
|  | The assessment of effectiveness is omitted because the requirements for exceptional accounting are met.  |
| 1  | s denominated in foreign currencies into yen<br>Monetary assets and liabilities denominated in foreign<br>currencies are translated into yen at the spot exchange<br>rate as of the end of the fiscal term, and the resulting<br>exchange differences are credited or charged to income. |
| (3) Accounting for consumption taxes           | Consumption tax and local consumption tax are accounted for by the tax exclusion method.   |

## 7. Change in presentation

Non-consolidated Statement of Income

"Gain on sales of subsidiaries and affiliates' stocks" (11 million yen in the current fiscal year), which was presented separately in Extraordinary gains in the previous fiscal year, and "Loss on valuation of stocks of subsidiaries and affiliates" (117 million yen in the current fiscal year), which was presented separately in Extraordinary losses in the previous fiscal year, are included in "Other" in Extraordinary gains and "Other" in Extraordinary losses, respectively, in the current fiscal year, because the amount has become insignificant.

## Notes to the Non-Consolidated Balance Sheet

| 1. | Liabilities for guarantees:   |                |
|----|---|----------------|
|    | Guarantee for debt obligations to subsidiaries and affiliates               |                |
|    | Co-Core Inc.  | ¥270 million   |
|    | Guarantee on deposit obligations from subsidiaries and affiliates           |                |
|    | Tci-Business-Service Co., Ltd.  | ¥2,139 million |
|    | Total   | ¥2,409 million |
|    |   |                |
| 2. | Accumulated depreciation of tangible fixed assets                           | ¥7,936 million |
|    |   |                |
| 3. | Monetary receivables from and monetary payables to subsidiaries and affilia | ites           |
|    | (excluding separate line item)  |                |
|    | Short-term monetary receivables from subsidiaries and affiliates            | ¥431 million   |
|    | Short-term monetary payables to subsidiaries and affiliates                 | ¥1,538 million |
|    |   |                |

# 4. Contingent liabilities

Alfresa Pharma Corporation and Mitsubishi Tanabe Pharma Corporation filed a suit against the Company in the Tokyo District Court for damages in the amount of 1,474 million yen concerning the investigational new drug assignment work ordered by the said companies on February 18, 2011. With regard to this lawsuit, on January 23, 2012, the plaintiff filed for an expansion of the scope of the claim and accordingly, the claimed amount of damages was changed to 2,501 million yen. However, a judicial settlement of this lawsuit was reached on September 9, 2013.

# Notes to the Non-Consolidated Statement of Income

Transactions with subsidiaries and affiliates

Net sales Net purchase Transactions other than operating transactions ¥275 million ¥12,402 million ¥110 million

#### Notes to the Non-Consolidated Statement of Changes in Net Assets

Treasury stock

|                          | 0 0       | increased during the | Number of shares<br>decreased during the<br>current fiscal year | Number of shares at<br>the end of the<br>current fiscal year |
|--------------------------|-----------|----------------------|---|--|
| Common stock<br>(shares) | 7,650,551 | 2,825                | _   | 7,653,376  |

(Outline of causes for changes)

Details of the number of shares increased are as follows.

Increase due to purchase of shares less than one unit: 2,825 shares

#### Notes concerning tax effect accounting

1. Details by primary causes of deferred tax assets and deferred tax liabilities

| Deferred tax assets:  |                |
|---|----------------|
| Accrued bonuses for employees                                       | ¥1,131 million |
| Accrued enterprise tax  | ¥154 million   |
| Loss on write-down of investment in unconsolidated subsidiaries and |                |
| affiliates  | ¥1,736 million |
| Loss on write-down of investment in securities                      | ¥1,601 million |
| Allowance for doubtful accounts                                     | ¥488 million   |
| Loss on investments in movie business fund                          | ¥263 million   |
| Inventory based on the percent of completion method                 | ¥51 million    |
| Impairment loss   | ¥32 million    |
| Other   | ¥590 million   |
| Sub-total   | ¥6,051 million |
| Provision for devaluation   | ¥4,377 million |
| Total of deferred tax assets  | ¥1,673 million |
| Deferred tax liabilities:   |                |
| Sales under the percent of completion method                        | ¥91 million    |
| Unrealized gain on securities                                       | ¥146 million   |
| Other   | ¥0 million     |
| Total of deferred tax liabilities                                   | ¥237 million   |
| Net of deferred tax assets  | ¥1,435 million |
|   |                |

2. Adjustment in the amount of deferred tax assets and deferred tax liabilities due to changes in corporate tax rates

"The Act for Partial Revision of the Income Tax Act, etc." (Act No. 10 of 2014) was promulgated on March 31, 2014. With this revision, the special corporation tax for reconstruction will be no longer levied from the consolidated fiscal year commencing on or after April 1, 2014. In conjunction with this, for temporary differences expected to be reversed in the fiscal year commencing on April 1, 2014, the statutory effective tax rate used to calculate deferred tax assets and deferred tax liabilities for the current fiscal year has been changed from 38.01% in the previous fiscal year to 35.64%.

As a result, the amount of deferred tax assets (after deduction of deferred tax liabilities) has decreased by 95 million yen, and the amount of income taxes–deferred recorded for the current fiscal year has increased by 105 million yen.

Notes concerning leased fixed assets

In addition to fixed assets recorded on the Balance Sheet, computers and some of their peripherals are used under finance lease transactions that do not transfer ownership.

1. Acquisition costs equivalents, accumulated depreciation equivalents, and year-end balance equivalents of leased assets

Not applicable.

2. Year-end balance of prepaid lease equivalents

Not applicable.

3. Lease expenses, depreciation equivalents, and interest expense equivalents

| Lease expenses               | ¥1 million |
|------------------------------|------------|
| Depreciation equivalents     | ¥1 million |
| Interest expense equivalents | ¥0 million |

4. Calculation method for depreciation equivalents

Depreciation equivalents of leased assets are calculated by straight-line method based on lease period of useful lives with residual values of zero.

5. Calculation method for interest expense equivalents

An interest expense equivalent is the difference between the total amount of lease expenses and the acquisition costs equivalents of leased assets. The interest expense equivalents are allocated to each fiscal year by the interest method.

# Notes concerning transactions with related parties

- (1) Parent company and major corporate shareholders, etc.
  - Not applicable.
- (2) Subsidiaries, affiliates, etc.

| Attribution  | Name of company,<br>etc. | Capital stock or<br>investments in<br>capital | Description<br>of business or<br>occupation | Percentage of<br>owning<br>(owned) voting<br>rights, etc. (%) | Relationship with related parties | Type of<br>transaction                  | Transaction<br>amount<br>(millions of<br>yen) | Account                                | Balance as of<br>the end of the<br>fiscal year<br>(millions of<br>yen) |
|--|--------------------------|---|---|---|-----------------------------------|---|---|--|--|
| Subsidiary Tci-Business-<br>Service Co., Ltd. ¥100 r |                          |   |   |   |                                   | Loan of funds<br>(Note 1)               | 1,295   | Long-term                              |  |
|  | ¥100 million             | BtoB<br>domestic                              | Owning Direct                               | Loan of funds   | Collection of loan                | 973                                     | loans<br>receivable                           | 1,369                                  |  |
|  | Service Co., Ltd.        |   | subsidiaries                                | 100.0%  |                                   | Guarantee of<br>obligations<br>(Note 2) | 2,139   | from<br>subsidiaries<br>and affiliates |  |

Note: Terms and conditions of transactions and the policies on determination thereof:

- 1. The interest rate of the loan was determined reasonably based on the market interest rate and fund raising rate.
- 2. This guarantees obligations in custody from the subsidiaries and affiliates.
- 3. Transactional amounts and balances as of the end of the fiscal year are recorded exclusive of consumption taxes.
- 4. Percentages of owning (owned) voting rights, etc. are rounded off to the nearest first decimal place.

#### (3) Brother companies

Not applicable.

(4) Directors and primary individual shareholders

Not applicable.

### Notes concerning per share data

| 1. Net assets per share | 1,167.48 yen |
|-------------------------|--------------|
| 2. Net income per share | 118.41 yen   |

# Notes concerning significant subsequent events

At the Board of Directors' meeting held on April 28, 2014, the Company resolved to transfer all shares of its consolidated subsidiary, FromSoftware, Inc. (Segment: BtoC subsidiary, main business: planning, development and sale of game software), to KADOKAWA CORPORATION (scheduled for May 21, 2014). As a result of the transfer of these shares (transfer price: 2,844 million yen), approximately 2,379 million yen of gain on sales of affiliates' stocks is expected to be recorded as extraordinary gains in the non-consolidated financial statements for the first quarter of the fiscal year ending March 2015.

# Attached document (8)

Certified Copy of the Accounting Auditors' Report on Consolidated Financial Statements

# **REPORT OF INDEPENDENT AUDITORS**

May 13, 2014

To the Board of Directors of transcosmos inc.

#### **Ernst & Young ShinNihon LLC**

Designated and Engagement Partner Certified Public Accountant Yasunori Arao

Designated and Engagement Partner Certified Public Accountant Toru Oshitanai

Designated and Engagement Partner Certified Public Accountant Nobuaki Chonan

Pursuant to Article 444, Paragraph 4 of the Corporation Law, we have audited the consolidated financial statements, that is, the consolidated balance sheet, the consolidated statement of income, the consolidated statement of changes in net assets, and the notes to consolidated financial statements of the Company applicable to the fiscal year from April 1, 2013 to March 31, 2014.

Management's responsibility for the consolidated financial statements

The management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with generally accepted accounting principles in Japan. This includes the development, implementation, and maintenance of internal control deemed necessary by the management for the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Independent auditors' responsibility

Our responsibility is to express an opinion on the consolidated financial statements based on our audits as independent auditors. We conducted our audits in accordance with auditing standards generally accepted in Japan. Those auditing standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected and applied depend on our judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. The purpose of an audit is not to express an opinion on the effectiveness of the entity's internal control. However, in making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the appropriateness of accounting policies used, the method of their application, and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Audit opinion

As a result of our audit, it is our opinion that the consolidated financial statements properly present in all material respects the Company's financial position and the results of operations of the corporate

group comprising the Company and its consolidated subsidiaries in accordance with accounting standards generally accepted in Japan.

#### Interest

Our firm and engagement partners have no interest in the Company that must be disclosed pursuant to the provisions of the Certified Public Accountants Law.

The above represents a translation, for convenience only, of the original report issued in the Japanese language.

# Attached document (9)

Certified Copy of the Accounting Auditors' Report

# **REPORT OF INDEPENDENT AUDITORS**

May 13, 2014

To the Board of Directors of transcosmos inc.

## **Ernst & Young ShinNihon LLC**

Designated and Engagement Partner Certified Public Accountant Yasunori Arao

Designated and Engagement Partner Certified Public Accountant Toru Oshitanai

Designated and Engagement Partner Certified Public Accountant Nobuaki Chonan

Pursuant to Article 436, Paragraph 2, Item 1 of the Corporation Law, we have audited the financial statements, that is, the balance sheet, the statement of income, the statement of changes in net assets, the notes to financial statements, and the supplementary schedules of the Company applicable to the 29<sup>th</sup> business year from April 1, 2013 to March 31, 2014.

Management's responsibility for the financial statements

The management is responsible for the preparation and fair presentation of these financial statements and the supplementary schedules in accordance with generally accepted accounting principles in Japan. This includes the development, implementation, and maintenance of internal control deemed necessary by the management for the preparation and fair presentation of financial statements and the supplementary schedules that are free from material misstatement, whether due to fraud or error.

# Independent auditors' responsibility

Our responsibility is to express an opinion on the financial statements and the supplementary schedules based on our audits as independent auditors. We conducted our audits in accordance with auditing standards generally accepted in Japan. Those auditing standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements and the supplementary schedules are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements and the supplementary schedules. The procedures selected and applied depend on our judgment, including the assessment of the risks of material misstatement of the financial statements and the supplementary schedules, whether due to fraud or error. The purpose of an audit is not to express an opinion on the effectiveness of the entity's internal control. However, in making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements and the supplementary schedules in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the appropriateness of accounting policies used, the method of their application, and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements and the supplementary schedules.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Audit opinion

As a result of our audit, it is our opinion that the financial statements and the supplementary schedules properly present in all material respects the Company's financial position and the results of operations of the Company in accordance with accounting standards generally accepted in Japan.

#### Interest

Our firm and engagement partners have no interest in the Company that must be disclosed pursuant to the provisions of the Certified Public Accountants Law.

The above represents a translation, for convenience only, of the original report issued in the Japanese language.

# Attached document (10)

Certified Copy of the Audit Report of the Board of Statutory Auditors

# AUDIT REPORT OF STATUTORY AUDITORS

The Board of Statutory Auditors, having deliberated the issues based on the reports made by each Statutory Auditor concerning the methods and results of their audit of the business activities of the Directors for the 29<sup>th</sup> business term from April 1, 2013 to March 31, 2014, prepared this Audit Report and hereby submits it as follows:

1. Outline of auditing method applied by the Statutory Auditors and the Board of Statutory Auditors: The Board of Statutory Auditors established the auditing policies and the audit plan for the term under review, received reports regarding the status of audits and the results thereof from each Statutory Auditor, as well as reports regarding the status of the execution of duties from the Directors and Accounting Auditor, and requested explanations as necessary.

In accordance with the auditing standards for Statutory Auditors determined by the Board of Statutory Auditors and the auditing policies and the audit plan for the term under review, each Statutory Auditor endeavored to collect information and established auditing circumstances through communication with Directors, internal audit staff and other employees, and attended the Board of Directors' meetings and other important meetings to receive reports regarding execution of duties from Directors, employees, etc. and requested explanations as necessary. Each Statutory Auditor also inspected the significant approved documents and examined the status of operations and conditions of assets at the head office and principal offices. In addition, with respect to contents of resolutions of the Board of Directors regarding the development of the system to ensure that the performance of duties by the Directors conforms to the laws and regulations and the Articles of Incorporation and other systems that are stipulated in Article 100 (1) and (3) of the Ordinance for Enforcement of the Corporation Law as being necessary to ensure appropriateness of operations of a joint stock company, and also the systems (Internal Control system) established in accordance with such resolutions, as described in the Business Report, Statutory Auditors periodically received reports from the Directors and employees, requested explanations as necessary and expressed opinions, on the establishment and management of such systems. The contents of the basic policies set forth in Article 118, Item 3-a of the Ordinance for Enforcement of the Corporation Law and undertakings set forth in Item 3-b of said article, as described in the business report, were also considered in light of the circumstances, etc. of deliberations by the board of directors and other bodies. With respect to subsidiaries, each Statutory Auditor endeavored to facilitate communication and exchange information with Directors, Statutory Auditors and other employees of subsidiaries, and received business reports from subsidiaries as necessary. In accordance with the procedures mentioned above, Statutory Auditors reviewed the business reports and the supplementary schedules for the fiscal year ended on March 31, 2014.

Further, Statutory Auditors monitored and verified that Accounting Auditor maintains independence and conduct the audits appropriately. Each Statutory Auditor also received reports on the status of the execution of duties from Accounting Auditor and requested explanation as necessary. In addition, Statutory Auditors were informed of the arrangement of the "System for ensuring that the duties are executed appropriately" (matters stipulated in the items of Article 131 of the Corporate Accounting Rules) in accordance with "Standards for the Quality Control of Audits" (Business Accounting Council, October 28, 2005)) from the Accounting Auditor and requested explanations as necessary. In accordance with the procedures mentioned above, Statutory Auditors reviewed the financial statements (the balance sheet, statement of income, statement of changes in net assets and notes to the financial statements) and the supplementary schedules, as well as the consolidated financial statements (the consolidated balance sheet, consolidated statement of income, consolidated statement of changes in net assets and notes to the consolidated financial statements) and the supplementary schedules, for the fiscal year ended on March 31, 2014.

- 2. Results of Audit
  - (1) Results of audit of business report etc.
    - 1) The business reports and supplementary schedules present fairly the financial condition of the Company in conformity with related laws and regulations, and the Articles of Incorporation of the Company;
    - Regarding the performance of duties by Directors, there were no instances of misconduct or material matters in violation of laws and regulations, nor the Articles of Incorporation of the Company;
    - 3) Resolution of the Board of Directors regarding the internal control system is fair and reasonable. There is no matter requiring additional mention concerning the internal control system with respect to the contents of the Business Report and the execution of duties by Directors; and
    - 4) There is no matter to be pointed out with respect to the basic principles on those who shall control the decision of the Company's financial and operational policies described in the business reports. Activities stipulated in Article 118, Item 3-b of the Ordinance for Enforcement of the Corporation Law, which are described in the business reports, are in line with such basic principles, unharmful to common interest of shareholders, and not intended to maintain the positions of Directors or Statutory Auditors of the Company.
  - (2) Results of audit of financial statements and supplementary schedules The auditing methods and results of the Accounting Auditor, Ernst & Young ShinNihon LLC, are fair and reasonable.
  - (3) Results of audit of consolidated financial statements The auditing methods and results of the Accounting Auditor, Ernst & Young ShinNihon LLC, are fair and reasonable.

May 15, 2014 Board of Statutory Auditors of transcosmos inc.

> Standing Statutory Auditor Outside Statutory Auditor Outside Statutory Auditor

Hideaki Ishioka Toshiaki Nakamura Setsuo Yamane

# **Reference Documents for the Annual General Meeting of Shareholders**

# **Proposals and references**

**Proposal No. 1:** Appropriation of surplus for the 29<sup>th</sup> fiscal term

Matters related to year-end dividend

- The Company proposes to pay a year-end dividend as follows in accordance with its dividend policy.
- (1) Type of dividend asset

Cash dividend

(2) Allotment of dividend assets to shareholders and the total amount

46 yen per share of common stock of the Company

Total amount 1,892,470,820 yen

(3) Effective date of dividend of surplus

Thursday, June 26, 2014

# Proposal No. 2: Partial Amendment to Articles of Incorporation

1. Reasons for Amendments

(1) The Company partially makes changes in "Purposes" of Article 2 of the existing Articles of Incorporation of the Company in order to clearly specify its business activities in line with the current status of its businesses as well as to respond to diversification of its business activities.

(2) The Company makes a change to the number of Directors in the "Number of Corporate Officers" of Article 17 of the existing Articles of Incorporation of the Company in order to respond to changes in future business environments as well as to strengthen its management structure.

## 2. Details of Amendments

The details of the amendments are as follows.

(Underlined sections are amendments.)

| Current Version  | Proposed Amendments   |
|--|---|
| (Purpose)  | (Purpose)   |
| Article 2. The purpose of the Company shall be to engage in the following businesses.  | Article 2. The purpose of the Company shall be to engage in the following businesses.   |
| 1. <u>Information and telecommunication, information</u><br><u>distribution, information gathering and providing</u><br><u>services</u> and <u>other</u> businesses related to<br><u>information systems</u> | 1. Businesses related to <u>business process outsourcing</u><br>and <u>business process support</u>   |
| 2. <u>Business process outsourcing business and</u><br>businesses related to <u>business process support</u>   | 2. Businesses related to <u>contact centers</u> and <u>contact</u><br><u>center systems</u>   |
| 3. Businesses related to <u>call center service</u> and <u>call</u><br><u>center system</u>  | 3. Businesses related to <u>digital marketing</u> , <u>Internet</u><br><u>advertising</u> , <u>social media</u> and <u>website construction</u><br><u>and operation</u> , <u>and other advertising</u> , <u>marketing and</u><br><u>research</u>  |
| 4. Businesses related to <u>business systems</u> and<br>engineering systems  | 4. Businesses related to <u>e-commerce, EC fulfillment</u><br>and <u>other electronic commercial transactions</u>   |
| 5. Businesses related to <u>advertising, marketing</u> and <u>research</u>   | 5. Businesses related to <u>Internet content, mobile</u><br><u>content</u> and <u>applications, and visual and audio</u><br><u>software</u>   |
| 6. (Omitted)   | 6. (Same as present)  |
| 7. Businesses related to <u>the Internet</u> and <u>mobile site</u><br><u>content and visual and audio software</u>  | 7. Businesses related to <u>business systems</u> and <u>engineering systems</u>   |
| 8. Businesses related to computer software,<br>hardware, database system, network system,<br>information security and other <u>information</u><br><u>technologies</u>  | 8. Businesses related to <u>information and</u><br><u>telecommunication, information distribution,</u><br><u>information gathering and provision, computer</u><br>software, hardware, database systems, network<br>system <u>and</u> information security, and other<br>information technologies <u>and information systems</u> |
| 913. (Omitted)   | 913. (Same as present)  |
| 14. Businesses such as consultation, survey, research, publishing, education <u>and</u> technical  | 14. Businesses such as consultation, survey, <u>analysis,</u> research, publishing, education, technical  |

| guidance, and information-provision services relating to the above 1 through 13   | guidance, and information-provision service<br>relating to the above 1 through 13   |
|---|---|
| 1516. (Omitted)   | 1516. (Same as present)   |
| 17. Travel agency business <u>and</u> banking agency business   | 17. Travel agency business, banking agency business and money lending business  |
| 1821. (Omitted)   | 1821. (Same as present)   |
| 22. Sale <u>or</u> acting as agency of pharmaceutical products  | 22. <u>Manufacturing</u> , sale, <u>export and import</u> , acting<br>as agency <u>and brokerage</u> of pharmaceutical<br>products, <u>quasi-drugs</u> , <u>medical equipment</u> ,<br><u>cosmetics</u> , <u>etc</u> .  |
| 23. Sale <u>or</u> brokerage of liquor  | 23. Sale <u>, export and import, and</u> brokerage of liquor  |
| 24. <u>Retail and wholesale</u> of rice, health foods, apparels, housewares and sundry, health appliances, furniture, bedclothes, books, CDs, DVDs and others | 24. <u>Manufacturing, sale, export and import, acting</u><br><u>as agency and brokerage</u> of rice, health foods,<br>apparels, <u>accessories</u> , housewares and sundry,<br>health appliances, furniture, bedclothes, books,<br>CDs, DVDs, <u>home electronics</u> , <u>sporting goods</u><br>and others |
| 2527. (Omitted)   | 2527. (Same as present)   |
| (Number of Directors)   | (Number of Directors)   |
| Article 17. The number of the Company's Directors shall not exceed <u>14</u> .  | Article 17. The number of the Company's Directors shall not exceed <u>17</u> .  |

# Proposal No. 3: Election of Fifteen Directors

The term of office of all the twelve Directors will expire at the conclusion of this Meeting. Accordingly, the Company requests to add three more Directors for reinforcing the management setup and approval for the election of fifteen Directors provided Proposal No. 2 is approved as proposed.

The candidates for Directors are as follows:

| Candidate<br>No. | Name<br>(Date of Birth)          | Career summary<br>(Significa | y, position and areas of responsibility at the Company<br>ant concurrent positions outside the Company)                              | No. of<br>Company<br>shares held  |
|------------------|----------------------------------|------------------------------|--|-----------------------------------|
|                  |                                  | June 1966                    | Established Maruei Keisan Center Kabushiki<br>Kaisha and became President, Representative<br>Director                                |                                   |
|                  |                                  | December 1974                | President, Representative Director of Kabushiki<br>Kaisha Kansai Maruei Keisan Center  |                                   |
|                  |                                  | June 1975                    | President, Representative Director of Wakayama<br>Maruei Keisan Center Kabushiki Kaisha  |                                   |
|                  |                                  | November 1978                | President, Representative Director of Kabushiki<br>Kaisha Input Research Institute   |                                   |
|                  |                                  | January 1982                 | President, Representative Director of Gunma<br>Maruei Keisan Center Kabushiki Kaisha   | 7,498,800                         |
| 1                | Koki Okuda<br>(January 9, 1937)  | April 1982                   | President, Representative Director of Kabushiki<br>Kaisha Maritec  | 7,498,800<br>shares<br>(– shares) |
|                  |                                  | June 1985                    | President, Representative Director of the Company  |                                   |
|                  |                                  | May 1997                     | President, Representative Director of J-Stream Inc.  |                                   |
|                  | Dec<br>Sept                      | June 1998                    | Chairman, Representative Director & President of the Company   |                                   |
|                  |                                  | December 1999                | President, Representative Director of eVentures Inc.   |                                   |
|                  |                                  | September 2002               | Chairman, Representative Director of the Company & Group CEO   |                                   |
|                  |                                  | June 2003                    | Founder, Representative Director & Group CEO (present post)  |                                   |
|                  |                                  | April 1981                   | Joined RECRUIT CO., LTD.   |                                   |
|                  |                                  | December 1995                | Director of Recruit Hokkaido Jalan Co., Ltd.   |                                   |
|                  |                                  | April 1998                   | Joined the Company, General Manager of Business<br>Planning & Development Division   |                                   |
|                  |                                  | June 1998                    | Managing Director  |                                   |
|                  |                                  | June 1999                    | Senior Managing Director, Assistance in Overseas<br>Business Control   |                                   |
| 2                | Koji Funatsu<br>(March 18, 1952) | April 2000                   | Vice President, Representative Director, in charge<br>of Marketing and Consulting Divisions, in charge of<br>each Business Divisions | 25,200<br>shares                  |
|                  | × , , ,                          | September 2002               | President, Representative Director & CEO   | (4,814 shares)                    |
|                  |                                  | June 2003                    | Chairman, Representative Director & CEO (present post)   |                                   |
|                  |                                  | June 2009                    | Outside Director, Kadokawa Group Holdings, Inc.<br>(At present, KADOKAWA CORPORATION)<br>(present post)                              |                                   |
|                  |                                  | June 2011                    | Chairman of Japan Telemarketing Association (At<br>present, Contact Center Association of Japan)<br>(present post)                   |                                   |

| Candidate<br>No. | Name<br>(Date of Birth)            | Career summary<br>(Significa | y, position and areas of responsibility at the Company<br>ant concurrent positions outside the Company)   | No. of<br>Company<br>shares held |
|------------------|------------------------------------|------------------------------|---|----------------------------------|
|                  |                                    | April 1988                   | Joined the Company  |                                  |
|                  |                                    | June 1996                    | Director, Deputy General Manager of Marketing Division  |                                  |
|                  |                                    | June 1998                    | Managing Director, Chief of Office of President   |                                  |
|                  |                                    | April 2000                   | Vice President, Representative Director, Chief of<br>Business Planning & Development, Deputy Chief of<br>Overseas Business Division   | 5,910,368                        |
| 3                | Masataka Okuda<br>(March 29, 1967) | April 2002                   | Vice President, Representative Director & Co-COO<br>and CEO of Business Development Division of the<br>Company  | shares<br>(6,846 shares)         |
|                  |                                    | June 2002                    | Representative Director of eVentures Inc.   |                                  |
|                  |                                    | September 2002               | Vice President, Representative Director & COO of the Company  |                                  |
|                  |                                    | June 2003                    | President, Representative Director & COO of the<br>Company (present post)   |                                  |
|                  |                                    | April 1993                   | Joined Ajinomoto Co., Inc.  |                                  |
|                  |                                    | March 2001                   | Joined the Company  |                                  |
|                  | Koichi Iwami<br>(January 10, 1967) | June 2002                    | Director, Deputy General Manager of Business<br>Development Division  |                                  |
|                  |                                    | June 2004                    | Corporate Executive Officer   |                                  |
|                  |                                    | February 2005                | Chairman of transcosmos Information system (Shanghai) Co., Ltd.   |                                  |
|                  |                                    | June 2005                    | Senior Managing Director of the Company   |                                  |
|                  |                                    | August 2005                  | Chairman of transcosmos MCM Shanghai Co., Ltd. (present post)   | 4,400 shares                     |
| 4                |                                    | June 2006                    | Executive Vice President, Director of the Company   | (6,400 shares)                   |
|                  |                                    | March 2012                   | Chairman and Director of transcosmos Korea Inc. (present post)  |                                  |
|                  |                                    | May 2012                     | Director of transcosmos analytics inc. (present post)   |                                  |
|                  |                                    | July 2012                    | Director of transcosmos philippines, inc. (present post)  |                                  |
|                  |                                    | April 2014                   | Executive Vice President, Director, Chief of Global<br>Business Sector, General Manager of Services<br>Promotion Division, and in charge of Call Center<br>Services Headquarters (present post) of the<br>Company |                                  |
|                  |                                    | April 1977                   | Joined IBM Japan, Ltd.  |                                  |
|                  |                                    | March 2005                   | President of Lenovo Japan Co., Ltd.   |                                  |
|                  | Hiroyuki Mukai                     | October 2007                 | Joined the Company, Corporate Executive Officer,<br>in charge of Sales Planning Division of the<br>Company  | - shares                         |
| 5                | (July 23, 1952)                    | June 2008                    | Senior Managing Director, Chief of Sales Division   | (10,449<br>shares)               |
|                  |                                    | April 2009                   | Executive Managing Director, Chief of Sales Division  |                                  |
|                  |                                    | June 2012                    | Senior Managing Director, in charge of Sales<br>Headquarter (present post)  |                                  |

| Candidate<br>No. | Name<br>(Date of Birth)                |                | y, position and areas of responsibility at the Company<br>ant concurrent positions outside the Company)   | No. of<br>Company<br>shares held |
|------------------|--|----------------|---|----------------------------------|
|                  |  | April 1993     | Joined Pricewaterhouse Consultant Co., Ltd. (present IBM Japan, Ltd.)   |                                  |
|                  |  | June 2000      | Joined the Company  |                                  |
|                  |  | June 2002      | Director  |                                  |
|                  |  | June 2003      | Managing Director   |                                  |
|                  |  | June 2004      | Corporate Executive Officer   |                                  |
|                  |  | June 2005      | Representative Director of transcosomos & Team Lab<br>Inc. (at present, TEAMLAB Business Development<br>Inc.) (present post)  |                                  |
| 6                | Masakatsu<br>Moriyama                  | September 2005 | Senior Managing Director, General Manager of BtoC Business Development Division   | 2,000 shares                     |
|                  | (May 21, 1970)                         | March 2007     | President and Representative Director of Co-Core<br>Inc. (present post)   | (4,177 shares)                   |
|                  |  | July 2012      | Director of transcosmos philippines, inc. (present post)  |                                  |
|                  |  | December 2012  | Representative Director of transcosmos Direct<br>(currently NIHONCHOKUHAN Co., Ltd.) (present<br>post)  |                                  |
|                  |  | April 2014     | Senior Executive Managing Director, General<br>Manager of BtoC Business Development Division<br>and in charge of Digital Marketing Services Sector<br>(present post)  |                                  |
|                  |  | March 1986     | Joined RECRUIT CO., LTD.  |                                  |
|                  |  | June 1998      | Joined the Company  |                                  |
|                  |  | June 2004      | Corporate Officer, General Manager of Service<br>Development Division   |                                  |
|                  |  | June 2005      | Corporate Senior Officer, in charge of Group<br>Strategy  |                                  |
|                  | C1 · · · · · · · · ·                   | September 2005 | Corporate Executive Officer, General Manager of Business Development & Investments  | 1 000 1                          |
| 7                | Shinichi Nagakura<br>(January 7, 1964) | June 2006      | Senior Managing Director  | 1,000 shares<br>(2,786 shares)   |
|                  |  | April 2009     | President and CEO of transcosmos America, Inc. (present post)   |                                  |
|                  |  | November 2011  | Director of Merlin Information Systems Group<br>Limited (present post)  |                                  |
|                  |  | April 2014     | Senior Executive Managing Director and Deputy<br>Chief of Global Business Sector, Manager of Global<br>Business Sector, Silicon Valley Branch, and<br>President and CEO of transcosmos America Inc.<br>(present post) |                                  |

| Candidate<br>No. | Name<br>(Date of Birth)              | Career summary<br>(Significa | No. of<br>Company<br>shares held   |              |
|------------------|--------------------------------------|------------------------------|--|--------------|
|                  |                                      | April 1989                   | Joined RECRUIT CO., LTD.   |              |
|                  |                                      | April 1999                   | Joined Doubleclick Japan Inc.  |              |
|                  |                                      | June 1999                    | Managing Director of Doubleclick Japan Inc.  |              |
|                  |                                      | November 2001                | Director, Vice President of K.K. AskJeeves Japan   |              |
| 0                | Masaaki Muta                         | June 2003                    | Joined the Company, Deputy Manager of Marketing<br>Chain Management Services Business Division,<br>Sales Division No. 1  | 108 shared   |
| 8 (              | (February 9, 1965)                   | June 2012                    | Executive Managing Director, Chief of Sales<br>Division and General Manager of Sales<br>Headquarters, Global Business Sales Administration<br>Department                   | (777 shares) |
|                  |                                      | June 2013                    | Outside Director of J-Stream Inc. (present post)   |              |
|                  |                                      | April 2014                   | Executive Managing Director, Chief of Sales<br>Headquarters and Deputy General Manager of<br>Services Promotion Division (present post)                                    |              |
|                  |                                      | March 1986                   | Joined the Company   |              |
|                  |                                      | July 2004                    | Corporate Officer, General Manager of Support<br>Desk Service Division   |              |
|                  | Masatoshi Kouno<br>(August 22, 1965) | June 2005                    | Corporate Senior Officer, General Manager of<br>Support Desk Service Division  |              |
| 9                |                                      | June 2011                    | Corporate Senior Officer, General Manager of<br>Services Promotion Division of the Company   | 4,800 shares |
| 9                |                                      | June 2013                    | Executive Managing Director, Chief of Business<br>Process Outsourcing Services Headquarters and<br>Deputy General Manager of Services Promotion<br>Division                | (237 shares) |
|                  |                                      | May 2014                     | Executive Managing Director, Chief of Business<br>Process Outsourcing Services Headquarters and<br>Deputy General Manager of Services Promotion<br>Division (present post) |              |

| Candidate<br>No. | Name<br>(Date of Birth)                      |               | y, position and areas of responsibility at the Company<br>ant concurrent positions outside the Company)  | No. of<br>Company<br>shares held |
|------------------|--|---------------|--|----------------------------------|
|                  |  | April 1990    | Joined TOSHIBA CORPORATION   |                                  |
|                  |  | April 2005    | Joined Urban Corporation, Inc.   |                                  |
|                  |  | October 2005  | Joined FAST RETAILING CO., LTD.  |                                  |
|                  |  | August 2008   | Joined the Company, Corporate Officer and<br>Manager of Corporate Planning Division  |                                  |
|                  |  | March 2010    | Director of APPLIED TECHNOLOGY CO., LTD. (present post)  |                                  |
|                  |  | June 2010     | Director of J-Stream Inc. (present post)   |                                  |
| *10              | Hitoshi Honda<br>(April 1, 1967)             | April 2011    | Corporate Officer, Chief Financial Officer, in<br>charge of Accounting & Finance Division and<br>General Manager of Corporate Management<br>Division of the Company  | – shares                         |
|                  | (April 1, 1907)                              | June 2011     | Corporate Senior Officer, Chief Financial Officer,<br>in charge of Accounting & Finance Division and<br>General Manager of Corporate Management<br>Division  | (– shares)                       |
|                  |  | July 2012     | Director of transcosmos philippines, inc. (present post)   |                                  |
|                  |  | April 2014    | Corporate Senior Officer, Chief Financial Officer,<br>and in charge of Administration Division, Portfolio<br>Management Administration Department,<br>Accounting & Finance Division, Affiliated<br>Companies Corporate Management Division and<br>Corporate Management Division of the Company<br>(present post) |                                  |
|                  |  | April 1981    | Joined FUJITSU LIMITED   |                                  |
|                  |  | July 1988     | Joined Recruit Holdings Co., Ltd.  |                                  |
|                  |  | November 1998 | Joined the Company, Deputy General Manager of<br>Business Planning & Development Division  |                                  |
|                  | V  | November 1998 | Representative Director & President of J-Stream Inc.   |                                  |
| *11              | Kiyoshi Shiraishi<br>(September 26,<br>1956) | October 2005  | Representative Director & President and President & Corporate Officer of J-Stream Inc.   | – shares<br>(– shares)           |
|                  |  | June 2006     | Chairman, Representative Director & President and President & Corporate Officer of J-Stream Inc.   |                                  |
|                  |  | June 2008     | Chairman, Representative Director & President of J-Stream Inc. (present post)  |                                  |
|                  |  | October 2013  | Representative Director & President of Up Arrows<br>Inc. (present post)  |                                  |

| Candidate<br>No. | Name<br>(Date of Birth)                 |                | 7, position and areas of responsibility at the Company<br>ant concurrent positions outside the Company)   | No. of<br>Company<br>shares held                |
|------------------|---|----------------|---|---|
|                  |   | April 1988     | Joined Tokyo Gas Co., Ltd.  |   |
|                  |   | September 1997 | Joined NTT Mobile Communications Network Inc.<br>(present NTT Docomo Inc.)  |   |
|                  |   | June 2005      | Executive Officer and Manager in charge of Multimedia Services of NTT Docomo Inc.   |   |
| 12               | Takeshi Natsuno<br>(March 17, 1965)     | June 2008      | Outside Director of the Company (present post)<br>Outside Director of Sega Sammy Holdings Inc.<br>(present post)<br>Director of Pia Corporation (present post)<br>Part-time Director of NTT Resonant Inc. (present<br>post) | – shares<br>(61,642<br>shares)                  |
|                  |   | December 2008  | Director of Dwango Co., Ltd. (present post)   |   |
|                  |   | June 2009      | Outside Director of DLE Inc. (present post)   |   |
|                  |   | September 2009 | Outside Director of GREE, Inc. (present post)   |   |
|                  |   | November 2013  | Guest Professor at Graduate School of Media and<br>Governance, Keio University (present post)   |   |
|                  | Jutaro Takinami<br>(September 28, 1941) | April 1968     | Joined Nippon Jimuki Co., Ltd.  |   |
|                  |   | February 1972  | Joined Dentsu Inc.  |   |
|                  |   | December 1975  | Seconded to Information Services<br>International-Dentsu, Ltd.  |   |
|                  |   | June 1998      | President of Information Services<br>International-Dentsu, Ltd.   | – shares  |
| 13               |   | March 2009     | Part-time Director of APPLIED TECHNOLOGY CO., LTD. (present post)   | (4,408 shares)                                  |
|                  |   | June 2009      | Outside Director of the Company (present post)<br>Vice-Chairman of Telecom Services Association<br>(present post)   |   |
|                  |   | March 2010     | Outside Director of Transcosmos Technologies Inc.<br>(present post)   |   |
|                  |   | April 1980     | Joined Dentsu Inc.  |   |
|                  |   | July 1989      | Seconded to Dentsu Communications Institute Inc.  |   |
|                  |   | October 2000   | Representative Director of nozomu.net (present post)  |   |
|                  | NT X7 1 · 1                             | January 2002   | Director of Concent, Inc. (present post)  | 1   |
| 14               | Nozomu Yoshida<br>(December 1, 1956)    | June 2004      | Representative Director of takibi, Inc.   | <ul><li>shares</li><li>(2,784 shares)</li></ul> |
|                  |   | May 2008       | Representative Director of Odayaka Living Co.,<br>Ltd. (present post)   |   |
|                  |   | June 2010      | Outside Director of the Company (present post)  |   |
|                  |   | June 2011      | Outside Statutory Auditor of ASAHI Net, Inc. (present post)   |   |

| Candidate<br>No. | Name<br>(Date of Birth)      | Career summary, position and areas of responsibility at the Company<br>(Significant concurrent positions outside the Company) |   | No. of<br>Company<br>shares held |
|------------------|------------------------------|---|---|----------------------------------|
| *15              | Eiji Uda<br>(August 3, 1956) | April 1981  | Joined IBM Japan, Ltd.  | – shares<br>(– shares)           |
|                  |                              | January 1999  | Senior General Manager and Manager of<br>Information Service Industry Business Division of<br>IBM Japan, Ltd. |                                  |
|                  |                              | January 2001  | Representative Director & President of<br>SOFTBANK COMMERCE CORP. (at present,<br>SoftBank BB Corp.)          |                                  |
|                  |                              | March 2004  | Senior Vice President of salesforce.com, Inc.   |                                  |
|                  |                              | April 2004  | Representative Director & President of salesforce.com Co., Ltd.   |                                  |
|                  |                              | April 2012  | Executive Vice President of salesforce.com, Inc. (present post)   |                                  |
|                  |                              | April 2014  | Director & Executive Advisor of salesforce.com<br>Co., Ltd. (at present)                                      |                                  |

Notes: 1. Figures in parentheses in the column of "No. of Company shares held" by candidates for Directors are equities in the Directors' shareholding society. (Fractions smaller than one share are omitted.)

An asterisk (\*) mark attached to the number of candidate represents a candidate newly standing for directorship.
 Director candidate Masakatsu Moriyama concurrently holds the position of Representative Director of TEAMLAB Business Development Inc. and President and Representative Director of Co-Core Inc., with which the Company has business relationship.
 The Director candidate Mr Kiyoshi Shiraishi concurrently holds the position of Chairman

The Director candidate, Mr. Kiyoshi Shiraishi, concurrently holds the position of Chairman, Representative Director & President of J-Stream Inc. and the position of Representative Director & President of Up Arrows Inc., with which the Company has a business relationship. No special interests exist between the Company and other candidates for Directors.

- 4. Takeshi Natsuno, Jutaro Takinami, Nozomu Yoshida and Eiji Uda are candidates for Outside Directors.
- 5. Reasons for the election of candidates for Outside Directors and reasons why the Company considers the offices of Outside Directors to be performed appropriately Takeshi Natsuno, Jutaro Takinami, Nozomu Yoshida and Eiji Uda have ample experience, track histories of performance, and knowledge, including knowledge and experience in corporate management, and are also in objective positions amenable to the execution of operations independently

of our management team. We consider that their presence will be highly conducive to the management of the Company. Therefore, we nominate them for election as Outside Directors.

- 6. Liability Limitation Agreement with Outside Directors The Company has entered into, with each of Takeshi Natsuno, Jutaro Takinami and Nozomu Yoshida, the liability limitation agreement, which limits liability for damage under Article 423, paragraph 1 of the Corporation Law pursuant to the provision of Article 427, paragraph 1 of the Corporation Law. The maximum amount of liability for damage under such agreement is 1 million yen or the amount provided for in Article 425, paragraph 1 of the Corporation Law, whichever is higher. If the re-election of Takeshi Natsuno, Jutaro Takinami and Nozomu Yoshida is approved, the Company intends to continue the liability limitation agreement. Moreover, if the election of Eiji Uda is approved, the Company intends to enter into a liability limitation agreement with him.
- 7. Years for which the candidates for Outside Directors are to take office as Outside Directors:
  - 1) The term of office of Takeshi Natsuno, an Outside Director, shall be six years at the conclusion of this Annual General Meeting of Shareholders.
  - 2) The term of office of Jutaro Takinami, an Outside Director, shall be five years at the conclusion of this Annual General Meeting of Shareholders.
  - 3) The term of office of Nozomu Yoshida, an Outside Director, shall be four years at the conclusion of this Annual General Meeting of Shareholders.
- 8. The Company has registered Takeshi Natsuno and Jutaro Takinami as independent executives stipulated by the Tokyo Stock Exchange. If this proposal is approved and the two candidates take the posts of Outside Directors, they will continue to be independent executives. Moreover, if the election of Eiji Uda is approved, the Company intends to register him as an independent executive.

# Proposal No. 4: Election of One Statutory Auditor

To strengthen its audit system, the Company requests approval of the election of one new Statutory Auditor.

The candidate for Statutory Auditors is as follows:

| The Board of Statutory Auditors has previously given its consent to this proposal. |  |
|--|--|
|--|--|

| Candidate<br>No. | Name<br>(Date of Birth)                | Career summary and position at the Company<br>(Significant concurrent positions outside the Company) |  | No. of<br>Company<br>shares held |
|------------------|--|--|--|----------------------------------|
| 1                | Kunio Shimofusa<br>(September 1, 1951) | April 1975   | Joined The Daiei, Inc.   |                                  |
|                  |  | September 1992   | Joined BELLSYSTEM24, Inc.  |                                  |
|                  |  | December 1996  | Joined TELEMARKETING JAPAN CO., LTD. (at present, TMJ, Inc.)   |                                  |
|                  |  | May 1998   | Director of TELEMARKETING JAPAN CO., LTD.  |                                  |
|                  |  | May 2000   | Joined Bewith, Inc.<br>Representative Director of Bewith, Inc.   |                                  |
|                  |  | May 2002   | Joined the Company   |                                  |
|                  |  | June 2004  | Corporate Officer, Chief of Marketing Chain<br>Management Service and General Manager of<br>Customer Service   |                                  |
|                  |  | June 2007  | Corporate Senior Officer, Chief of Call Center<br>Services Headquarters  | 1,000 shares                     |
|                  |  | May 2008   | Corporate Executive Officer, Chief of Call Center<br>Services Headquarters and General Manager of<br>Sales Promotion Department, Call Center Services<br>Headquarters            |                                  |
|                  |  | March 2009   | Chairman & Representative Director of transcosmos Field Marketing Inc.   |                                  |
|                  |  | April 2009   | Corporate Senior Officer, Chief of Call Center<br>Services Headquarters and General Manager of<br>Sales Promotion Department, Call Center Service<br>Headquarters of the Company |                                  |
|                  |  | June 2012  | Corporate Officer in charge of Internal Audit Office<br>and Manager of Compliance Promotion Department<br>(present post)   |                                  |

Notes: 1. Kunio Shimofusa is a candidate newly standing for the office of Statutory Auditor.

2. No special interests exist between the Company and Kunio Shimofusa.

#### Proposal No. 5: Election of One Substitute Statutory Auditor

The effective tenure of Substitute Statutory Auditor Miwa Tsurumori, who was elected at the 28th Annual General Meeting of Shareholders held on June 26, 2013, expires at the beginning of this General Meeting. Therefore, it is proposed that one substitute Statutory Auditor be elected again in case the number of serving Statutory Auditors falls below the number required by law.

The candidate for substitute Statutory Auditor is as follows.

The Board of Statutory Auditors has previously given its consent to this proposal.

| Name<br>(Date of Birth) | Career summary and position at the Company<br>(significant concurrent positions outside the Company) |   | No. of Company<br>shares held |  |
|-------------------------|--|---|-------------------------------|--|
| Miwa Tsurumori          | October 2006   | Registered as a lawyer<br>Joined Fairness Law Office (present post) | – shares                      |  |
| (February 10, 1977)     | October 2013   | Joined Uchisaiwaicho Law Office (present post)                      |                               |  |

Notes: 1. Miwa Tsurumori is a candidate for a substitute Outside Statutory Auditor.

2. Miwa Tsurumori provides in legal services under her maiden name (Matsutani).

- 3. No special interests exist between the Company and Miwa Tsurumaki.
- 4. Regarding reasons for the election of the candidate for substitute Outside Statutory Auditor and reasons why the Company considers the office of substitute Outside Statutory Auditor shall be performed appropriately by same.

Though Miwa Tsurumori does not have experience of direct involvement in corporate management, she has extensive experience, a track history of performance, and knowledge, as an attorney, and is in an objective position amenable to the execution of operations independently of our management team. We consider that her presence will be highly conducive to the management of the Company. Therefore, we nominate her for election as substitute Outside Statutory Auditor.

5. If Miwa Tsurumori assumes the office of Outside Statutory Auditor, the Company will enter into an agreement that limits the liability for damages provided for in Article 423, paragraph 1 of the Corporation Law with her pursuant to the provisions of Article 427, paragraph 1 of the said Law. The maximum amount for the liability for damages under the agreement is either of 1 million yen or the amount stipulated in Article 425, paragraph 1 of the Corporation Law, whichever is higher.

**Proposal No. 6:** Revision of remuneration amounts for Corporate Officers, and revision from maximum monthly remuneration to maximum annual remuneration

The amount of remuneration for the Company's Directors and for the Company's Statutory Auditors was approved at the Annual General Meeting of Shareholders held on June 27, 1997 and the Annual General Meeting of Shareholders held on June 25, 1988, respectively, as 50 million yen or less per month for Directors and 5 million yen or less per month for Statutory Auditors, and this has continued to the present.

Since then, the economic climate has changed significantly, and to make it possible to flexibly set corporate officers' remuneration amounts in the future, it is hereby proposed to convert the existing monthly amounts into annual amounts and revise Directors' remuneration.

Remuneration amounts payable will include bonuses, and the "total amount of remuneration for Directors will be revised to 800 million yen or less per year (of which the amount of remuneration for Outside Directors will be 100 million yen or less per year)" and the "total amount of remuneration for Statutory Auditors will be revised to 60 million yen per year." These revised remunerations will apply retroactively to April in fiscal 2014.

As is conventionally done, Directors' remuneration will not include the portion of employee's salary for Directors who concurrently serve as employees.

At present, the Company has 12 Directors and three Statutory Auditors. If the Proposals No.2, No. 3 and No. 4 are approved, the Company will have 15 Directors (four of which are Outside Directors) and four Statutory Auditors (two of which are Outside Statutory Auditors).