

## Q&A Service Agreement

Effective Date: January 18, 2019

This Q&A Service Agreement (this "Agreement") set forth the terms and conditions under which the General Incorporated Association FLIP Consortium (the "FLIP Consortium") provides the general technical support service (the "Q&A Service") on the use of FLIP ROSE® Program, FLIP TULIP® Program and related programs (collectively, the "FLIP Programs") to the "Regular Member", "General Member", "User Member" and "Overseas Member" of the FLIP Consortium (collectively, the "Member").

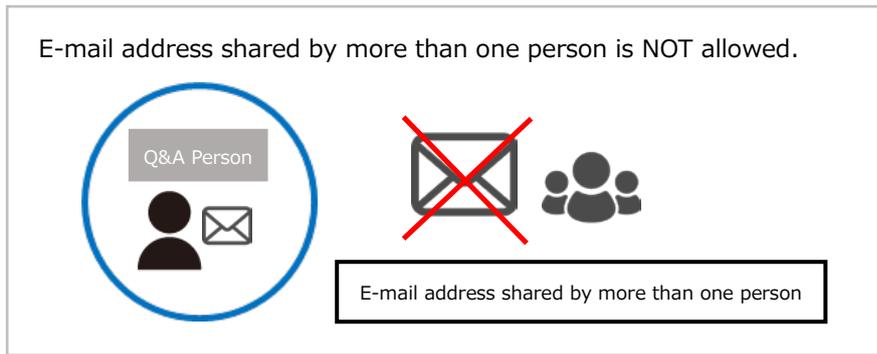
### 1. (Agreement)

- (1) The Q&A Service is available only for the Member who has the membership and agrees to this Agreement. The Member shall be deemed to agree to abide by this Agreement by using the Q&A Service.
- (2) With respect to the "Membership Terms and Conditions" referred in this Agreement, the Member should refer to each Membership Terms and Conditions applied to the Member according to the type of the Member.

### 2. (Q&A Person)

The Member registers a person who uses the Q&A Service (the "Q&A Person") on the "Application Form" submitted at the time of application for admission to membership or by other means.

- (1) The Annual Membership Dues set forth in the Membership Terms and Conditions cover the cost of one Q&A Person for each Member.
- (2) The Individual Member registers himself as the Q&A Person.
- (3) The Corporate or Organization Member registers a person who belongs to that corporation or organization as the Q&A Person.
- (4) The Q&A Person(s) can be added by payment of the Annual Dues for Additional Person set forth in the Membership Terms and Conditions. There is no limitation on the number of additional Q&A Persons for the General Member and Regular Member, however, the User Member and Overseas Member can add the Q&A Persons up to nine (9) per the FLIP Member Service set forth in the Membership Terms and Conditions.
- (5) The Q&A Person shall register his e-mail address as the e-mail address of the Q&A Person. The e-mail address which is shared by more than one person cannot be registered as the e-mail address of the Q&A Person.



(6) The Corporate or Organization Member can change the Q&A Person for free at any time during its membership by notifying the FLIP Consortium of the change of registration by e-mail or other means.

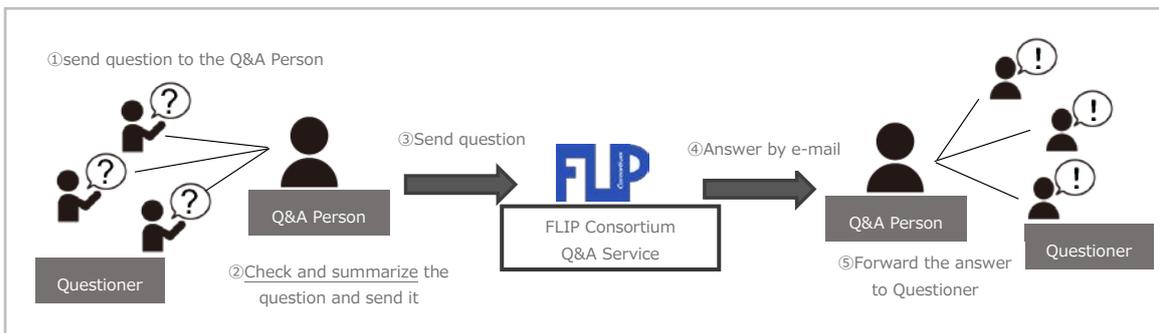
### 3. (Term of Q&A Service)

The Member can use the Q&A Service during its membership. The right to use the Q&A Service will be terminated upon the loss of membership set forth in the Member Terms and Conditions.

### 4. (Q&A Service)

The Q&A Service provided to the Member by the FLIP Consortium is as follows;

- (1) The Q&A Person can send the question related to the FLIP Programs to the e-mail address designated by the FLIP Consortium through e-mail. The Q&A Person of the Corporate or Organization Member shall check and summarize the question before sending it if the question is raised from other member of the corporation or organization;
- (2) The FLIP Consortium will try to answer the question within fourteen (14) business days to the registered e-mail address of the Q&A Person. However, the time required for the answer may depend on the conditions;



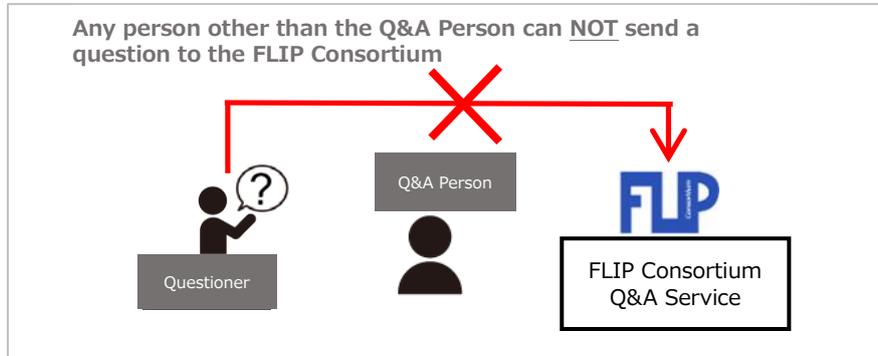
(3) The version of the FLIP Programs provided to the Member depends on the type of the Member.

The question should be related to the version of the FLIP Programs provided to the Member;

(4) The User Member or Overseas Member, or the Regular Member or General Member who purchased the Additional Set of Programs set forth in the Membership Terms and Conditions can select the language for the Q&A Service from either English or Japanese at the time of

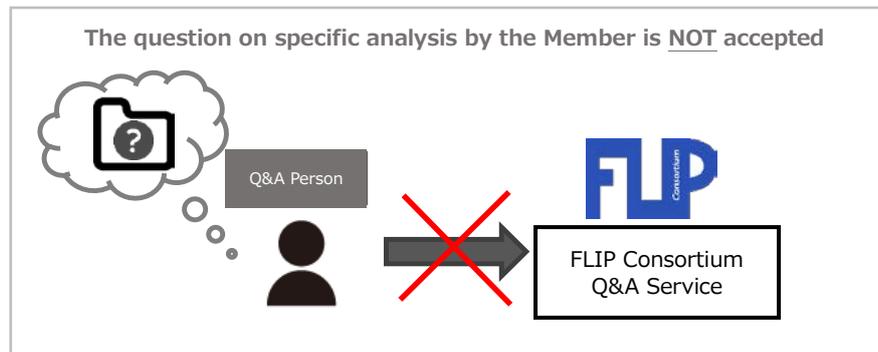
admission to membership or purchase of the Additional Set of Programs, respectively;

- (5) Any person other than the Q&A Person cannot directly send the question to the FLIP Consortium;

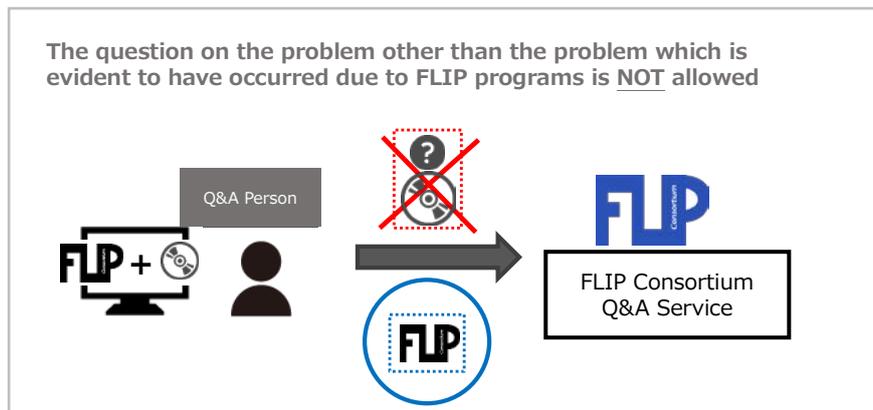


- (6) The Member shall provide all information (the type and version of the FLIP Programs, OS, Network environment including information about the software other than the FLIP Programs which are used when the problem has occurred) which is necessary for the FLIP Consortium to answer the question. The Member agrees that the range of answer from the FLIP Consortium may be limited if the Member does not provide the required information to the FLIP Consortium;

- (7) The question related to general usage of the FLIP Programs is allowed in the Q&A Service. The question specific to the Member such as the validity of analysis model or suitability of analysis results is not accepted;



- (8) The FLIP Consortium will answer the question related to the problem which is evident to have occurred due to the FLIP Programs provided to the Member by the FLIP Consortium. The Member shall agree that the question about the problem due to other company's product is not covered by the Q&A Service when the Member uses the FLIP Programs with other company's product;



- (9) The FLIP Consortium does not warrant that the problem which has occurred in Member’s use of the FLIP Programs is solved by the Q&A Service. The Member shall agree that the problem may not be solved by the answer from the FLIP Consortium; and
- (10) The Member shall agree that the questions raised from the Member may be posted on the “FAQ” on the FLIP Consortium homepage or the website designated to each Member (the “Member Website”) as the frequently asked questions.

5. (Warranty and Limitation of Liability)

- (1) The Member confirms and agrees that the FLIP Consortium will not be liable for any direct, indirect, special, punitive, incidental or consequential damages, including, but not limited to, monetary or mental damages such as loss of profits, future business interruption and information destruction caused due to the Q&A Service or the use of information or answer provided by the FLIP Consortium even if advised of the possibility of such damages.
- (2) The FLIP Consortium will not be liable for any troubles during transmission or transportation used for providing the Q&A Service (including incidents in connection with leakage of information or non-arrival of the answer caused by the company other than the FLIP Consortium).
- (3) The FLIP Consortium may stop or terminate the Q&A Service without prior notification to or prior permission by the Member if the FLIP Consortium cannot continue to provide the Q&A Service due to unavoidable circumstances.

6. (Force Majeure)

The FLIP Consortium will not be liable for any inability or delay in providing the Q&A caused, direct or indirect, by natural disasters, order or deterrent of any governmental authority, war, belligerency, labor dispute, strike (regardless of involvement by an employee of the FLIP Consortium), mechanical failures, fire, accident or any causes beyond the reasonable control of the FLIP Consortium. In such event, the Member will accept the request for cancellation or

suspension of this Agreement or the Q&A Service by the FLIP Consortium.

7. (Privacy Policy)

The FLIP Consortium shall handle the Member's name, address, e-mail address, telephone number and any personal information which can be used to identify the Member, with appropriate and reasonable care in accordance with the Privacy Policy set force in the FLIP Consortium website (<http://www.flip.or.jp>). The FLIP Consortium will not provide the Member's personal information to any third party without the consent of the Member except for the case of (10) of 4. (Q&A Service).

8. (Revisions)

- (1) The FLIP Consortium may modify, add or delete any provisions of this Agreement without any prior notice to the Member or without any consent of the Member being required. If the Member continues to use the Q&A Service after any such modifications or revisions, the Member shall be deemed to have agreed-to and given its consent to such modifications or revisions.
- (2) In the event of any revision or amendment to this Agreement, the FLIP Consortium shall notify the Member by posting the revisions to the Q&A Service Agreement on the FLIP Consortium website (<http://www.flip.or.jp>).