

June 1, 2023

Rakuten Mobile, Inc.

Notice regarding Gifts and Entertainment Policy

Dear Rakuten Mobile business partners,

We would like to inform you about an important change to our policies. At Rakuten Mobile, we place a high value on transparency and fairness in our efforts to build and maintain strong relationships of trust with our business partners. With this in mind, we reviewed our policy on the acceptance of gifts and entertainment and decided to make some important updates.

Under the new policy, we have clearly determined that Rakuten Mobile employees and executives are not permitted to accept gifts or entertainment from our business partners. This means that our executives and employees are not permitted to request or require business partners to provide gifts or entertainment, nor are they permitted to accept gifts or entertainment from such partners. We believe that this standard is crucial to upholding a fair trading environment and to fostering equitable relationships with our business partners.

We are deeply committed to initiatives that support the development and maintenance of healthy and sustainable business relationships. We kindly ask for your understanding and cooperation, and we sincerely appreciate your continued support.

If you have any questions or concerns regarding this policy, please do not hesitate to contact the Rakuten Mobile Business Partner Contact Center at the following email address:
rmi-procurement-management-hotline@mail.rakuten.com