

May 31, 2001

## **For Immediate Release**

### **Credit Saison Forms Alliance with U.K. Travel and Financial Services Provider Thomas Cook —Will Begin Offering Overseas Travel Services to Saison Cardholders—**

**Tokyo, May, 2001** .....In November 2000, Credit Saison Co., Ltd. (TSE:8253) entered into an alliance with Thomas Cook Global & Financial Services (Travelex Group), in preparation for the development of Japanese-language travel services tailored to the needs of Japanese travelers. The Saison Tour Desk, an overseas travel support service exclusively for Saison cardholders, will begin operating on June 1, 2001.

Established in 1842, Thomas Cook is one of the oldest and best-known travel companies in the world. With a 130,000-point network spanning 180 countries, the company offers high-quality customer service to travelers anywhere in the world. By simply picking up the phone, travelers can receive emergency assistance as well as various information and services in Japanese. In 1999 and 2000 the company received the European Call Center of the Year award.

Thomas Cook Call Center



Credit Saison Co., Ltd. offers high-quality, inexpensive travel packages through *Vivre*, a members-only travel catalog published four times a year. The Company also offers its own related travel services such as a fifty-percent

discount on issuing charges for travelers' checks, home delivery of foreign currency, and flexible payment methods upon returning to Japan.



Saison Card (VISA, MasterCard, JCB)

Services provided by the Saison Tour Desk go beyond traditional overseas travel services such as emergency assistance to include various information and services designed to make overseas travel as relaxing and enjoyable as possible for Saison cardholders. The introduction of this new service will enable Saison to offer unique and exciting tour packages.

## **Saison Tour Desk (Overseas)**

### **Overview of Services**

- Travel services
  - Airline ticket information and reservations
  - Information regarding train and ferry schedules in each country
  - Hotel information and reservations
  - General travel information regarding the currency, weather, customs, security, and language in each country
  - Information on department stores and outlet malls in major cities, as well as sales seasons
- Emergency services
  - Emergency cash withdrawals
  - Assistance with lost credit cards and passports
  - Interpretation services over the telephone in times of emergency, as well as message-taking services
  - Hospital referrals and information on medical services available

- Concierge services
  - Interpretation and guide services
  - Information on entertainment and events, as well as ticket procurement services
  - Restaurant information and reservations
  - Gift arrangements and delivery services

## Telephone Numbers

Country	Telephone Number
■ United States (including Hawaii and Guam) and Canada	1-866-893-6481
■ South Korea, Hong Kong, Singapore and Thailand	001-800-8242-8242
■ U.K., France, Germany, Spain, Switzerland, New Zealand and Malaysia	00-800-8242-8242
■ Australia	0011-800-8242-8242
■ Italy	800-781-680
■ Other countries (collect call)	

International telephone number + 44-1733-294845

This service can be accessed 24 hours a day, from anywhere in the world

## Saison Tour Desk (Japan)

### Overview of Services

- In addition to basic travel-related services already being offered, such as domestic and international package tours along with airfare and hotel reservations, the Company will offer services designed to respond to more specific needs of travelers, such as providing information on entertainment, procuring tickets to events, supplying information about restaurants and making reservations.

## Telephone Numbers

City	Telephone Number	Hours
Tokyo	03-5996-1313	Weekdays
Osaka	03-6307-1313	9:00 a.m.—7:00 p.m.
Sapporo	011-232-1313	Saturday, Sundays
Fukuoka	092-483-1717	and Holidays
		9:00 a.m.—6:00 p.m.

---

*With over 2,189 billion yen in sales volume and approximately ten million cardholders as of March 2000, Credit Saison is one of the leading credit card companies in Japan. The Company has achieved high growth by expanding its credit card, leasing, insurance, and T&E (travel and entertainment) businesses, while developing new business channels which respond swiftly to changes in consumer needs.*