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(THE GLOBAL SALES AND MARKETING OFFICE OF TIGER INTERNATIONAL INC. JAPAN IN THE USA)

CUSTOMER RESPONSE POLICY

At **TIGER** and its corporate divisions (domestic and international) we know how critical is to respond quickly to our customers requests. The timeliness of responses is essential to our customer's well being, and to our continued success in our fields of expertise.

TIGER has operating guidelines defining our continuing improvement process. One of these guidelines is our "**Customer Response Policy.**"

It states that a customer response will take place within a maximum of 24 hours. These responses will provide an answer, or will establish an action plan specific to the situation or customer request. Situations pertaining to overseas operations or affiliates will be addressed within 48 hours.

Complete customer satisfaction is our goal.

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