

## East Japan Railway Company Procedural Regulations for IC Cards for Foreign Visitors to Japan

### (Aims of These Regulations)

Article 1 These regulations are intended to stipulate the content and conditions of use of the services which the East Japan Railway Company (hereinafter referred to as “the Company”) provides for users of the monetary value etc. recorded in an unregistered card embedded with an IC chip (hereinafter referred to as a “Welcome Suica”), sold to persons such as foreign visitors to Japan and others eligible to use those services, and thereby aim to enhance the convenience of users.

### (Terms of Use)

Article 2 The services offered by Welcome Suica shall be as stipulated in these regulations.

2. If these regulations are revised, the services offered by Welcome Suica from that point onwards shall be as stipulated in the said revised regulations.
3. Any matters not stipulated in these regulations shall be as stipulated in the East Japan Railway Company IC Fare Card Procedural Regulations (East Japan Railway Company Public Announcement No. 24, of October 2001, hereinafter referred to as the “IC Regulations”) and the like (but only stipulations that can be applied given the nature of the said Suica). When referring to the IC Regulations, “Suica” shall be read as “Welcome Suica”.

### (Terminology Definitions)

Article 3 The main terminology definitions for these regulations are as listed below.

- (1) Welcome Suica (for Short-term Use): A Welcome Suica sold to persons such as foreign visitors to Japan directly by the Company or through a travel agency, transport operator or municipality etc. (hereinafter referred to by the generic term “travel agency or the like”) which has been designated by the Company. The period of validity of this Welcome Suica shall be as stipulated in Article 9 Paragraph 1.
- (2) Welcome Suica (with IC Special Pass): A Welcome Suica in which IC Special Pass data are already recorded that is sold by the Company via a travel agency or the like to persons such as foreign visitors to Japan. The period of validity of this Welcome Suica shall be as stipulated in Article 9 Paragraph 2.
- (3) Welcome Suica (for Long-term Use): A Welcome Suica that is sold by the Company via a travel agency or the like to persons such as foreign visitors to Japan. The period of validity of this Welcome Suica shall be as stipulated in Article 9 Paragraph 3.
- (4) Suica Light: A Welcome Suica that is sold by the Company via a travel agency or the like to eligible persons in Japan and overseas.

- (5) Child Welcome Suica: A Welcome Suica as described in clauses 1 to 3 that is provided for a child to use.
  - (6) Reference Paper: A written document of card data such as the Welcome Suica's period of validity, passenger category (adult or child) and IC Special Pass data.
  - (7) Welcome Suica Card: A card-style data storage medium which the Company has stipulated can be used as a Welcome Suica described in clauses 1 to 5.
2. Any terminology definitions not stipulated in these regulations shall be as stipulated in the East Japan Railway Company Passenger Transport Business Regulations (East Japan Railway Company Public Announcement No. 4 of April 1987, hereinafter referred to as the "Passenger Transport Regulations"), and the IC Regulations. When referring to the IC Regulations, "Suica" shall be read as "Welcome Suica".

(When the Contract Becomes Valid)

Article 4 The contract with regard to Welcome Suica based upon these regulations shall become valid when the Company itself, or via a travel agency or the like, issues the passenger with a Welcome Suica.

(The Assignment and Ownership Rights of the Welcome Suica Card)

Article 5 The Company shall assign the Welcome Suica Card when the user has applied to use Welcome Suica.

2. If the preceding paragraph applies, the ownership rights of the Welcome Suica Card belong to the user.

(The Equivalent Value of the Card)

Article 6 When the Company assigns the Welcome Suica Card to the user as described in the previous article, the Company shall not receive the equivalent value of the Welcome Suica Card.

(Sale of a Welcome Suica)

Article 7 When the Company assigns a Welcome Suica Card for a Welcome Suica (for Short-term Use) to the user as described in Article 5, the Company shall assign a Welcome Suica Card that has already been charged with an SF, a Welcome Suica Card in which IC Special Pass data are already recorded, or a Welcome Suica Card that has already been charged with an SF and in which IC Special Pass data are already recorded, using a separately stipulated method. The Company shall receive the SF equivalent and/or amount equivalent to the IC Special Pass directly from the user or via the travel agency or the like.

2. When the Company assigns to the user a Welcome Suica Card (with IC Special Pass), as

stipulated in Article 5, it shall assign to the user a Welcome Suica Card in which IC Special Pass data are already recorded and receive the amount equivalent to the IC Special Pass from the user via the travel agency or the like.

3. When the Company assigns to the user a Welcome Suica Card (for Long-term Use), as stipulated in Article 5, it shall assign to the user a Welcome Suica Card that has already been charged with an SF and receive the SF equivalent from the user via the travel agency or the like.
4. When the Company assigns to the user a Suica Light Card, as stipulated in Article 5, it shall assign to the user a Welcome Suica Card that has already been charged with an SF and receive the SF equivalent from the user via the travel agency or the like.
5. When an application for a Child Welcome Suica is submitted, the user must show the person in charge of the sale an official document such as a passport to prove that the user of the said Child Welcome Suica is a child. If the application is submitted via a Welcome Suica vending machine, the child's date of birth must be registered via the Welcome Suica vending machine.
6. When a Child Welcome Suica is purchased via a travel agency or the like, the user must show the travel agency or the like making the purchase an official document such as a passport to prove that the user of the said Child Welcome Suica is a child.

(Start Date for Use of a Welcome Suica)

Article 8 The date that shall be calculated as the start of the period of validity (hereinafter referred to as "the start date for use") shall be the date on which the user purchased the Welcome Suica Card from a Welcome Suica vending machine or from a device stipulated separately by the Company.

2. Regardless of the stipulation in the previous paragraph, the start date for use for a Welcome Suica that the user has purchased via a travel agency or the like shall be the date on which the Company carried out the procedures to issue the said Welcome Suica.
3. Regardless of the stipulations in the preceding two paragraphs, the start date for use for a Welcome Suica (with IC Special Pass) shall be the date on which the user has carried out a process corresponding to one of those in the following clauses.
  - (1) When the said Welcome Suica Card is used in an automatic ticket machine to access a station within the valid section of line for the IC Special Pass that has been registered beforehand in the Welcome Suica Card
  - (2) When the start date for use for the IC Special Pass that has been registered beforehand in the Welcome Suica Card has been specified by an automatic vending machine (excluding reserved seat ticket machines) or multipurpose ticket machine capable of processing the said IC Special Pass that has been registered beforehand in the Welcome Suica Card
  - (3) When the Welcome Suica Card has been charged by an automatic vending machine (excluding reserved seat ticket machines) or multipurpose ticket machine capable of charging Welcome

## Suica Cards

4. If a process corresponding to those in the clauses of the preceding paragraph is not carried out, the said Welcome Suica (with IC Special Pass) cannot be used.

### (Validity Period of a Welcome Suica)

Article 9 The validity period of a Welcome Suica (for Short-term Use) is 28 days, including the start date for use.

2. The validity period of a Welcome Suica (with IC Special Pass) is 28 days, including the start date for use. However, if fewer than 28 days remain of the validity period, as stipulated in Article 10, of a Welcome Suica (with IC Special Pass) when its use starts, it shall be valid for the number of days until that expiration date.
3. The validity period of a Welcome Suica (for Long-term Use) is a maximum of six months, including the start date for use, and it is valid until the date stated in the Reference Paper.
4. The validity period of a Suica Light is a maximum of six months, including the start date for use, and it is valid until the date stated in the Reference Paper.
5. If the validity period described in the previous paragraphs has expired, the user will lose his/her rights with regard to the said Welcome Suica.

### (Expiration Date of a Welcome Suica Card)

Article 10 An expiration date is set for a Welcome Suica Card.

2. The expiration date is the last day of the month displayed on the back of the Welcome Suica Card, in the position designated by the Company.
3. If a process corresponding to those in the clauses of Article 8 Paragraph 3 has not been carried out before the expiration date printed on the back of a Welcome Suica (with IC Special Pass) Card, the said Welcome Suica (with IC Special Pass) shall be invalid.

### (Reference Paper)

Article 11 The Company issues a Reference Paper to the user when it sells a Welcome Suica directly to the user.

2. When the user has purchased a Welcome Suica via a travel agency or the like, the Company issues a Reference Paper to the user via the said travel agency or the like.
3. Regardless of the stipulation in the previous paragraph, after the sale of a Welcome Suica (with IC Special Pass), the Company will issue a Reference Paper in response to a request from the user.
4. When the Company sells a Welcome Suica (with IC Special Pass) Card as stipulated in IC Regulations Article 27 Paragraph 2, it issues a Reference Paper printed with the said IC Special Pass data.

5. The Reference Paper has no validity as a Welcome Suica.

(Welcome Suica Restrictions, etc.)

Article 12 The user of a Child Welcome Suica can no longer use the said Child Welcome Suica after the first March 31 following the user's 12th birthday.

2. The Suica Season Ticket Card defined in IC Regulations Article 3 is not dealt with in the Welcome Suica services.
3. When using a Child Welcome Suica, the user must carry with him/her an official document such as a passport which proves that the user is a child, and must show that document whenever asked to do so by an official.
4. Excluding some cases of the use of a Welcome Suica (with IC Special Pass) that are approved by the Company, when using a Welcome Suica that was purchased via a travel agency or the like, the user must carry with him/her the Reference Paper of the said Welcome Suica and must show it whenever asked to do so by an official.
5. An IC Special Pass cannot be purchased if its period of validity exceeds the period of validity of the said Welcome Suica.

(Checking the SF Usage Log)

Article 13 Regardless of the stipulations in IC Regulations Article 14, the usage log of an expired Welcome Suica cannot be checked.

(Revisions)

Article 14 The revisions stipulated in IC Regulations Article 8 shall not be implemented.

(Reimbursement)

Article 15 The reimbursement of the SF balance stipulated in IC Regulations Article 15 Paragraph 1 cannot be made.

(Reissue)

Article 16 The reissuance of a lost card stipulated in IC Regulations Article 16 shall not be made.

2. The reissuance due to a malfunction stipulated in IC Regulations Article 17 shall not be made.

(Special Procedures When a Malfunction Has Occurred)

Article 17 If damage or the like makes it impossible to use a Welcome Suica at automatic ticket gates, in transactions for fare tickets or the like at ticket vending machines etc., for fare adjustments at automatic fare adjustment machines or to use a valid IC Special Pass, and if the user fills in the

required entries in a separate application form prescribed by the Company and submits it along with the said Welcome Suica Card at a station, the Company will issue the user with a separately prescribed certificate which will be handled according to the provisions in the following clauses. This does not apply in cases where it is deemed that the damage was caused intentionally by the user or is the result of gross negligence on the part of the user.

- (1) Any remaining SF balance will be reimbursed when the user submits the said Welcome Suica Card and the separately prescribed certificate issued by the Company at a station within the period from the day after the user submitted his/her application to the 14th day after the expiration date of the said Welcome Suica. However, this will not be done if the number printed on the back of the card is indecipherable.
- (2) If IC Special Pass data are registered in the said Welcome Suica Card, the Reference Paper is to be shown to the station official in addition to the said Welcome Suica Card and the separately prescribed certificate issued by the Company. It is then handled as follows.
  - a. If, within the period from the day after the user submitted his/her application to the 14th day after the expiration date of the said Welcome Suica, the user requests reimbursement for an IC Special Pass that has not yet been used and is still during the period of its validity, the amount equivalent to the IC Special Pass will be reimbursed in addition to the reimbursement of the SF balance stipulated in the previous clause.
  - b. If the user requests to continue his/her use of an IC Special Pass that is still during the period of its validity, regardless of whether this is prior to or after his/her commencement of its use, procedures will be taken for the continued use of the said IC Special Pass. Once this continued use is over, the reimbursement of the SF balance stipulated in the previous clause shall be made if the user has applied again at a station.

(Special Procedures When a Malfunction Has Occurred in an IC Card Issued by an Operator Other than the Company)

Article 18 If a malfunction has occurred in an IC card named in the following clause(s) that was issued by a business operator specified in IC Regulations Article 61 Paragraph 2, it shall be handled as in the preceding article. However, the reimbursement liability shall be confined to the company that issued the said IC card.

- (1) PASMO PASSPORT issued by PASMO Co., Ltd.

(Prohibited Conduct)

Article 19 The Company prohibits the conduct described in the following clauses with regard to the use of a Welcome Suica stipulated in Article 1. If either of the following cases apply, or if the Company deems that there is suspicion thereof, measures such as the suspension of sale may be taken by the

Company.

- (1) Purchase of a product with the intention of its conversion into money
- (2) Any other conduct that puts a Welcome Suica to a different use than its original purpose, such as using it with the intention of converting into money the SF with which it has been charged

(Applicable Laws and Court of Jurisdiction)

Article 20 These regulations shall be governed by the laws of Japan.

2. Any disputes related to these regulations shall be submitted to the exclusive jurisdiction of the Tokyo District Court in the first instance.

Supplementary Provision

The Japanese version of these regulations is the authorized version. If there are any discrepancies between the content of the Japanese and English versions, the content of the Japanese version shall take precedence.