

# Basic Response Policy Regarding Customer Harassment

In accordance with the Purpose of “Fun for All into the Future,” the Bandai Namco Group aims to foster connections with global fans, a wide range of business partners, employees, and communities around the world by offering dreams, fun and inspiration through products, services and created works, and to work to create a brighter future. In the course of providing such service, we often receive warm words from customers enjoying the products, services and created works of the Bandai Namco Group. However, there are cases when actions from some customers constitute customer harassment. In light of this, we established our basic response policy regarding customer harassment so that employees of the Bandai Namco Group and related parties can do their work with a sense of security.

## Basic Response Policy Regarding Customer Harassment

We kindly request that you refrain from taking actions outside social norms when making inquiries or addressing concerns related to our products, services and created works. Such actions include, but are not limited to, those listed below. Should we determine that such actions have occurred, we reserve the right to refuse or discontinue our service to you. Furthermore, if we deem your behavior to be malicious, we may contact local law enforcement or take other appropriate action as necessary.

- Coercion, threats, or acts of intimidation
- Insults or behavior that denigrates personal dignity
- Violations of privacy
- Acts of slander or defamation
- Demands for provision of excessive services outside social norms
- Unreasonable demands for apologies or requests for the punishment of employees of the Bandai Namco Group or its partners
- Repetitive demands or complaints that unduly detain our staff for long periods