

Customer Relations

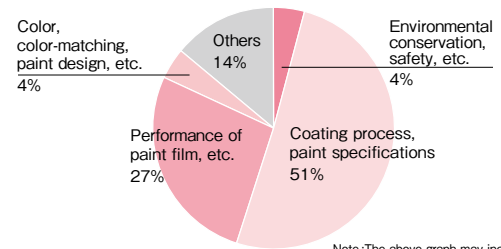
We strive to strengthen our customer-oriented system through Group-wide efforts.

Customer Relations Center

Our Customer Relations Center responds to a diversity of inquiries from customers regarding Nippon Paint Group products and technologies, comments and suggestions. Customer feedback and information received at the Center are rapidly relayed to all related departments of the Group, where they are handled or responded to as necessary.

All customer information is stored in the database so that all input and suggestions from customers are used as valuable resources for the development of products and services that can better satisfy customers.

► Breakdown of Inquiries Received at Customer Relations Center (FY2008)



Note: The above graph may include more than one inquiry by a single customer.

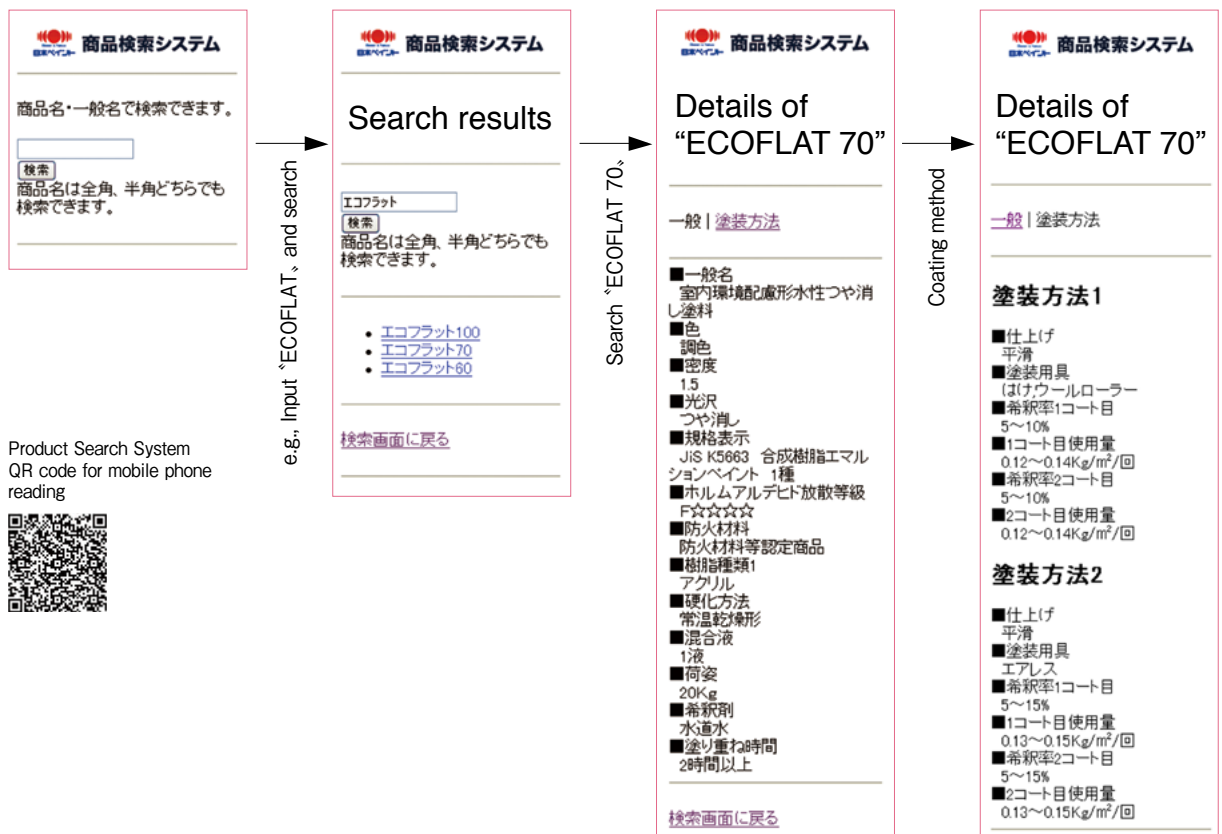
Offering Information on Architectural and Protective Coatings via Mobile Phones

Nippon Paint has launched a mobile phone-based service to offer information on approximately 200 main products of its architectural and protective coatings. By accessing the product search system from a mobile phone, users can easily acquire their desired information. The QR code for this service is provided in the Coatings Navi page of the Nippon Paint website to

be read with a mobile phone, in order to further enhance user convenience.

- Coatings Navi
<http://www.nipponpaint.co.jp/tips/index.html> (in Japanese)
- Product Search System
<http://www.nipponpaint.co.jp/m/form.php> (in Japanese)

Product Search System Mobile Phone Display



Product Search System
QR code for mobile phone
reading

