

Notice: This document is a translation of the original Japanese document and is only for reference purposes. In the event of any discrepancy between this translated document and the original Japanese document, the latter shall prevail.



October 27, 2020  
Japan Best Rescue System Co., Ltd.

## **“Living Link”, Members-only Application for Housing-related Troubleshooting Accumulated total download numbers have exceeded 100,000.**

Application with multiple functions for housing-related troubleshooting for 24 hours and 365 days  
Providing non face-to-face troubleshooting by utilizing webcam

---

Japan Best Rescue System Co., Ltd. engaged in providing service for solving comprehensive daily life troubles (Head office: Naka-ku, Nagoya City, Representative Director: Mr. Nobuhiro Sakakibara, Listed on 1st Section of Tokyo Stock Exchange, Security code: 2453, hereinafter called “JBR”) has hereby informed that the number of downloads of “Living Link”, smartphone application which JBR provides to the contract members of QR Service for New Tenant, service for tenants residents of apartment buildings, has exceeded 100,000 on October 26, 2020.

### **What is QR Service for New Tenant?**

---

It is membership service vis-à-vis residents of apartment buildings to solve daily life troubles relating to keys, plumbing and window glass at any time for 24 hours and 365 days. JBR sells this service through partner property companies and its number of members has increased to 900,000 people at present.

### **What is Living Link?**

---

Living Link is the registered and free annual fee member application with various functions attached which is provided to residents who contracted under QR Service for New Tenant. This will enhance the productivity of property companies by providing various options other than “to phone when you face trouble” for handling troubleshooting relating to apartment buildings and at the same time enable tenants to enjoy comfortable living.

Function	Content
Digital membership card	Membership card is computerized and thus no risk of loss.
Notification and bulletin board function.	Support smooth communication between tenants and property companies.
Video calling function	Specialist staffs take care of troubleshooting for tenants through webcam.
Video contents	Around 200 video containing 45 seconds moving images to support troubleshooting of daily life troubles are recorded.
Life Cycle Concierge	Providing special price for house cleaning and furniture and electric appliance rental.

Notice: This document is a translation of the original Japanese document and is only for reference purposes. In the event of any discrepancy between this translated document and the original Japanese document, the latter shall prevail

## ■ QR Code for downloading Applications



App Store



Google Play

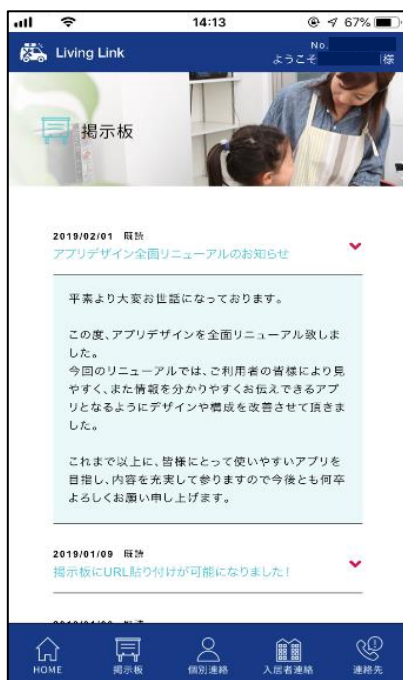


## Introduction on notification and bulletin board functions

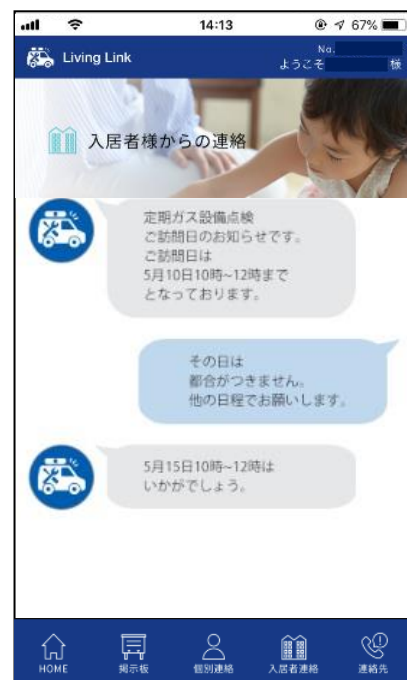
Not a few tenants take phone call from property companies during business hours in the situation where they are commuting to offices or schools. Even though one party has message for the other party, they cannot contact each other due to such reason and may miss the chance.

By utilizing the notification and bulletin board function of “Living Link”, the property management companies can not only notify all tenants of the information such as campaign information at once but also can get in touch with tenants at the specific properties through property bulletin board function and make contact with specific tenants through individual notification function in the form of one-to-one chat. In this wise, “Living Link” has realized efficient communication between tenants and property companies.

### <Property Bulletin Board Function>



### <Individual Notification Function>



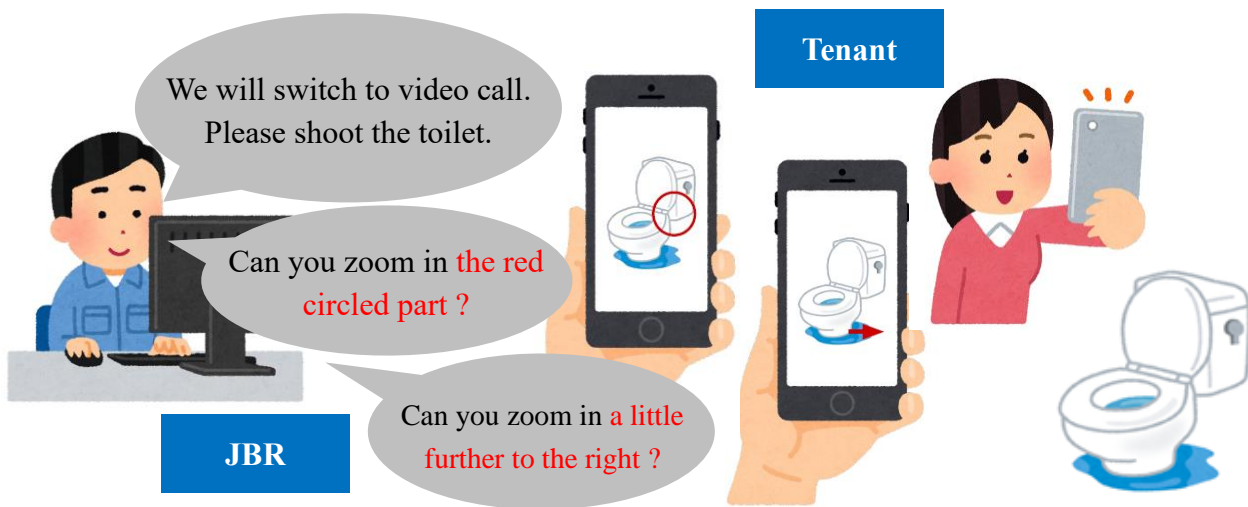
Notice: This document is a translation of the original Japanese document and is only for reference purposes. In the event of any discrepancy between this translated document and the original Japanese document, the latter shall prevail

## Introduction of Video calling function

Everybody has experienced frustrating feelings when he or she cannot convey the message to the counter party on the phone. Moreover, even though people use facility in the normal course of daily life, it is quite rare for them to know the name of the parts of such facility.

If people use Video calling function of “Living Link”, they can sensuously convey subtle nuance which is hard to be explained orally and the unknown name of damaged part through hand-writing chat function, people can solve the troubles by themselves without having our rescue staff at site in some case.

<Image of Using Video calling function>



### \*Hand Writing Chat Function:

User can superimpose hand writing image over the picture image shown on the application.



*Notice: This document is a translation of the original Japanese document and is only for reference purposes. In the event of any discrepancy between this translated document and the original Japanese document, the latter shall prevail*

## Future Outlook

---

Since JBR launched this application in October 2017, we have improved various functions in order to enable tenants to live a prosperous life with peace of mind. Especially under the situation where people take a growing interest in social-distancing due to Novel Coronavirus pandemic, the video call function has been well received by many tenants as physical rescue works by our staffs at the site can be minimized.

JBR has kicked off the project to AI-utilize 55 million data relating to daily life troubles which we have accumulated over more than 20 years since foundation. We are of the view that the way of dealing with daily life troubles will change in line with the advancement of smart home penetration in which various housing facilities and home electrical appliances are connected with IoT.

JBR believe that “Living Link” shall be able to provide one-stop service from identifying the daily life troubles to solving them under such changing environment and will further do our utmost effort to move forward with alliance and discussion with business partners in order to let “Living Link” play central role in the area of solving daily life troubles in the future.

## Corporate Profile

---

Company Name:	Japan Best Rescue System Co., Ltd.
Representative Director & CEO:	Mr. Nobuhiro Sakakibara
Location:	Urbanet Fushimi Building 5F, 1-10-20 Nishiki, Naka-ku, Nagoya City
Establishment:	February 1997
URL:	<a href="https://www.jbr.co.jp/en/">https://www.jbr.co.jp/en/</a>

**【Inquiry on this news release】**

Japan Best Rescue System Co., Ltd.

Person in charge: Real Estate Domain: Ozawa

Tel: +81-3-3231-2753 / E-Mail: [s\\_supportdesk@jbr.co.jp](mailto:s_supportdesk@jbr.co.jp)