OKWAVE, Inc.

COMPANY PROFILE

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MESSAGE

First of all, I want to thank you for your continuous support.

The company name OKWAVE incorporates the acronyms of two Japanese words, "Oshiete" (teach me) and "Kotaeru" (answer).
By mediate "Oshiete" (teach me) and "Kotaeru" (answer), we wish to make it 'OK' by solving questions, problems, and wonders which everyone has. We are expecting to expand it as a 'wave' to a global scale.

OKWAVE as well as OKWAVE Group will provide services that promote the resolution of questions and wonders which community has, and services that aim to enhance the response to inquiries from customers for companies.

We will visualize gratitude by helping each other on this service, and we would like to contribute to the society and create a "New Value" in this era where work style and lifestyle changes dramatically through visualization of previously unseen values, contribution to society and people, and the important values of human society that remains essentially unchanged even if the time changes.

President and Representative Director
Michio Fukuda

VALUES

1. # *Positive*

We always work proactively on our mission and enjoy success.

2. # *Possible*

We always consider "how" and give it shape to "can".
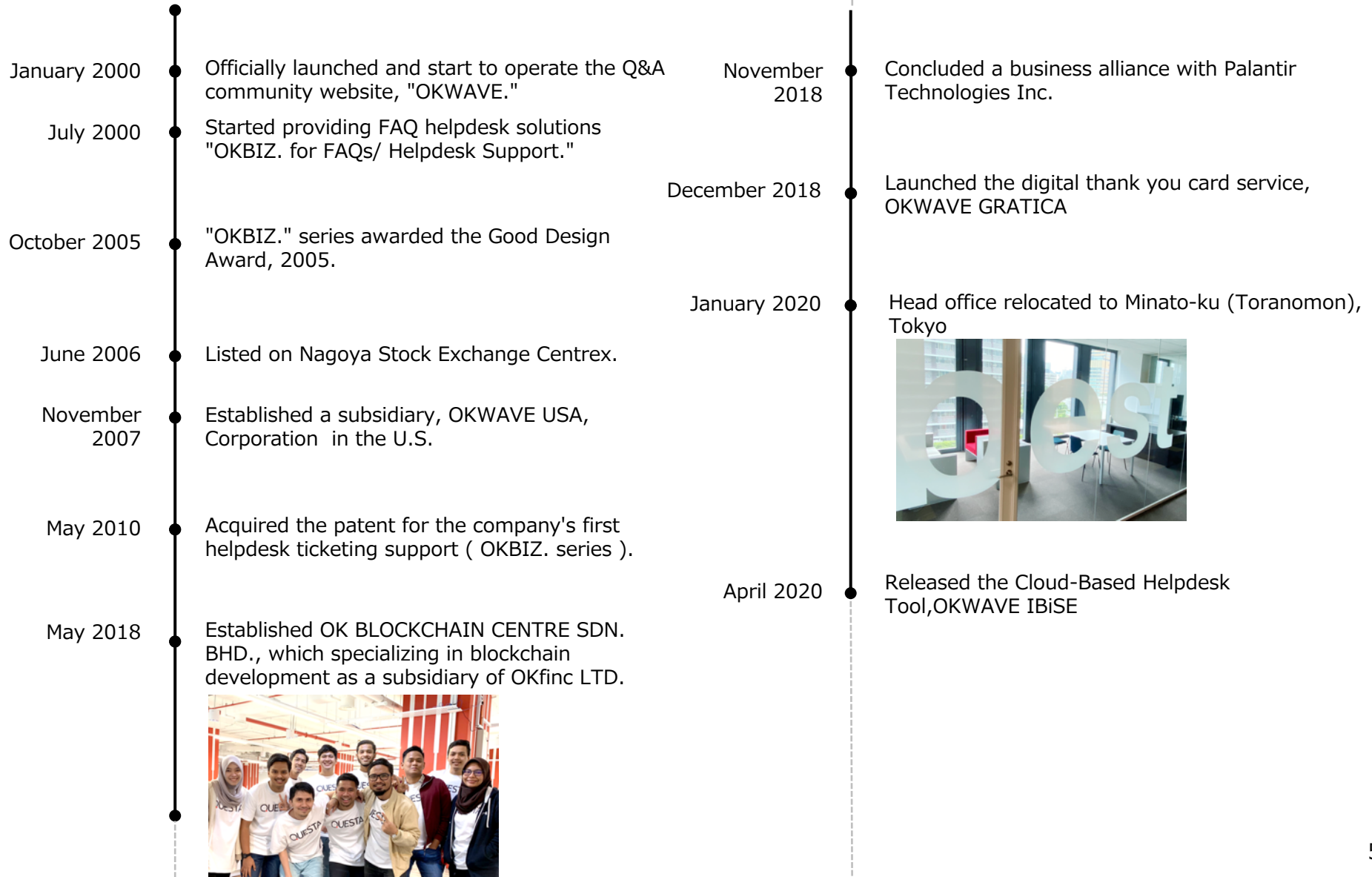
3. # *Challenge*

We always continue growing with prompt action and courage

for # *Love*

We always aim for the communication that creates appreciation among people.

HISTORY

January 2000	Officially launched and start to operate the Q&A community website, "OKWAVE."
July 2000	Started providing FAQ helpdesk solutions "OKBIZ. for FAQs/ Helpdesk Support."
October 2005	"OKBIZ." series awarded the Good Design Award, 2005.
June 2006	Listed on Nagoya Stock Exchange Centrex.
November 2007	Established a subsidiary, OKWAVE USA, Corporation in the U.S.
May 2010	Acquired the patent for the company's first helpdesk ticketing support (OKBIZ. series).
May 2018	Established OK BLOCKCHAIN CENTRE SDN. BHD., which specializing in blockchain development as a subsidiary of OKfinc LTD.

November 2018	Concluded a business alliance with Palantir Technologies Inc.
December 2018	Launched the digital thank you card service, OKWAVE GRATICA
January 2020	Head office relocated to Minato-ku (Toranomon), Tokyo

April 2020	Released the Cloud-Based Helpdesk Tool,OKWAVE IBiSE

CULTURE

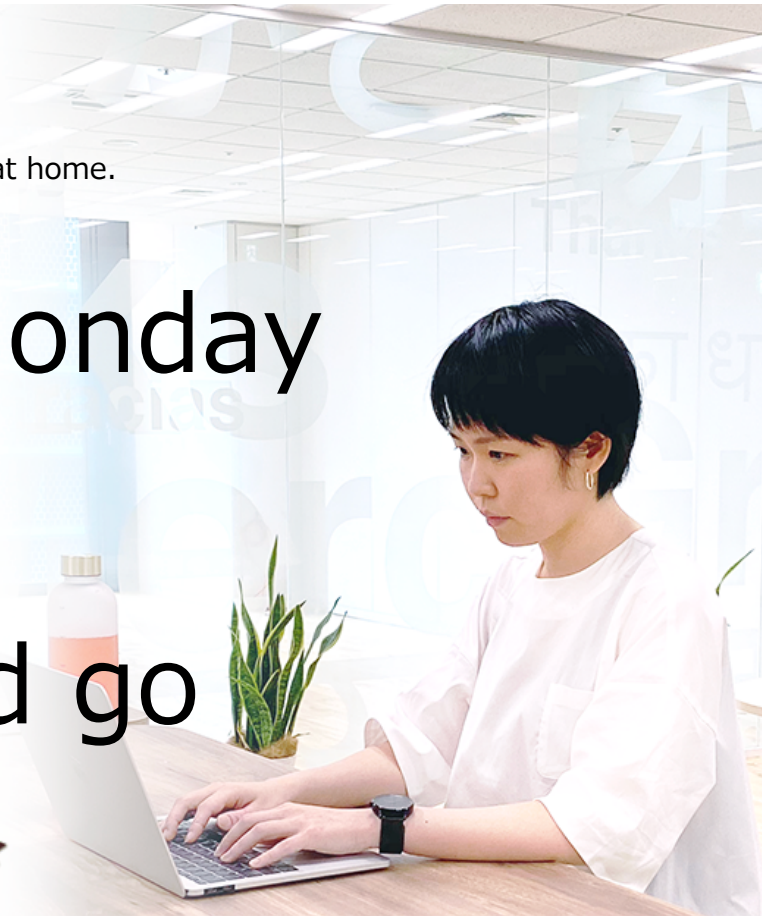## Realization of advanced work style

Telework rate 94%

We also provide allowances and monitors to build a work environment at home.

Morning off every Monday

How to Survive 「Blue Monday」 （2018.12.18） 讀賣新聞
THE YOMIURI SHIMBUN

Workplace where gratitude comes and go

Exchange of 30,000 thanks with our own digital thank you card product "GRATICA". It won "Guest Judge Special Award" at Work Story Award 2019.

COMPANY OUTLINE

Company Name	OKWAVE, Inc.
Location	Head office Toranomon Towers Office 7F, 4-1-28 Toranomon, Minato-ku, Tokyo 105-0001 JAPAN West Japan branch office No.1525 Floor 923 9F, Osaka Ekimae Dai-yon Bldg., 1-11-4-923, Umeda, Kita-ku, Osaka-shi, Osaka 530-0001 JAPAN
Establishment	July 1999
Capital	1395 million yen（as of June 30th, 2020）
President & Representative Director	Michio Fukuda
Number of Employees	160（non-consolidated）（as of June 30th, 2020）
Listed Market	Nagoya Stock Exchange, Inc.（3808）
Group Companies	OKWAVE USA, Corporation OKGAIA OKfinc LTD. OK BLOCKCHAIN CENTRE SDN. BHD. Octave Tech Investment S2 LLC

PRODUCTS

OKBIZ. for FAQ

FAQ / Helpdesk ticketing system

No.1 share for nine consecutive years.
The most commonly used FAQ ticketing system

OKBIZ. for AI FAQ Maker

Supports FAQ and classification plan creation /
update task

AI analyzes inquiry history and supports FAQ
creation Supports FAQ and classification plan
creation / update task

OKWAVE IBiSE

Cloud-Based Helpdesk Tool

From FAQ site opening to payment, everything
can be done in the cloud through this solution

OKWAVE.

Q&A Community

Japan's first and the largest Q & A service
Free Q&A service that can solve different types of
problems and questions

OKBIZ. for AI Chatbot

Business support specialized AI chatbot

Learned over 37 million Q & A data business support
specialized AI chatbot

OKBIZ. for Community Support

Builds support community

Easy to build a support community
Providing a place (platform) where customers can solve
problems each other

OKWAVE GRATICA

Digital Thank You Card Service

Employees can express their gratitude to each other by
exchanging online thank you cards.

OKWAVE JaNUS

AML Solution

For the AML regulations required for every financial
institution, we can build and improve the compliance system
according to your business model.

PRODUCTS
(OKWAVE GROUP)

URwallet

Blockchain web wallet

The application that allows you to send and receive four types of crypto assets (virtual currencies) such as Bitcoin, Ethereum, Bitcoin Cash, and NEO easily and which able to check the transaction balance and transaction history through the Web browser.

Produced by OK BLOCKCHAIN CENTRE SDN. BHD.

CTRAX

Decentralized mobile wallet

The application that allows you to trade crypto assets (virtual currency) through your smartphone.

Produced by OK BLOCKCHAIN CENTRE SDN. BHD.

BCVote

Blockchain electronic voting system

The online voting system based on the blockchain technology. It adopts a transparent encryption algorithm.
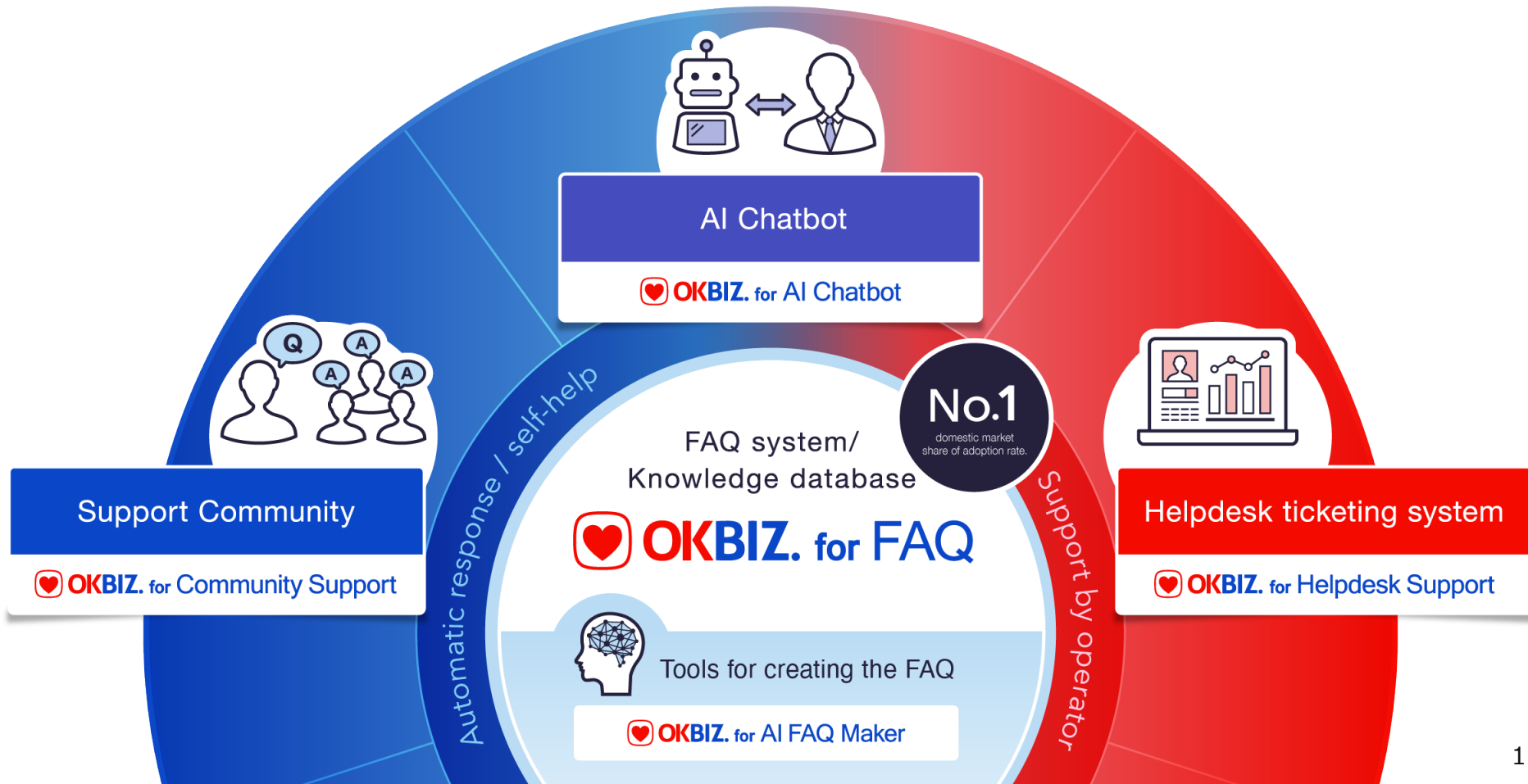
Produced by OK BLOCKCHAIN CENTRE SDN. BHD.

Solution Business

Enterprise solution products and related services
based on the FAQ system "OKBIZ."

Strengths

We deploy solutions which are tailored to support phases based on "OKBIZ. For FAQ", which is the No.1 share for nine consecutive years.

AI Chatbot

OKBIZ. for AI Chatbot

Automatic response / self-help

Support Community

OKBIZ. for Community Support

Support by operator

Helpdesk ticketing system

OKBIZ. for Helpdesk Support

FAQ system/ Knowledge database

No.1
domestic market
share of adoption rate.

OKBIZ. for FAQ

Tools for creating the FAQ

OKBIZ. for AI FAQ Maker

Over 600 companies adopted our product

Bank, Securities firm, Insurance

Credit cards companies

Transport, Infrastructure, Municipality

Manufacturer, Retailer, Pharmaceuticals・Cosmetics、apparel, EC

IT・Telecommunication, Education, Services, Games

New Product

Employees can express their gratitude to each other by exchanging online thank you cards.

Released at the end of 2018.

OKWAVE GRATICA has been provided free of charge to over 500 companies and organizations up to the present time.
Launched paid version with enhanced security in July 2020.
In addition to providing services, we are planning services that take advantage of the strengths of greeting cards.

New Product

From FAQ site opening to payment, everything can be done in the cloud through this solution

Released in April 2020.

Realization of a price range that can be easily started by start-up companies and SMEs, and full cloud support from site opening to payment. As we set Asia as a foothold, we plan to expand to overseas markets as a FAQ system originating in Japan.

Platform Business

Enterprise service that builds a place for users
to help each other online

Japan's First and the Largest Q&A Service

Free Q&A service that can solve different types of problems and questions.

Operated since January 2000

Those who are having questions in their mind may get a lot of answers from the users who are willing to help.

As 70 million people visit OKWAVE every year, there is surely someone who can answer your problems and questions.

Deployment of data analysis service

OKWAVE JaNUS

AML solution for Cryptocurrency industry

We sell the data analysis system of companies that are highly evaluated worldwide to Japanese companies and companies in Asia.

Launched in July 2020

Technology

AI, Blockchain, and Cyber Security
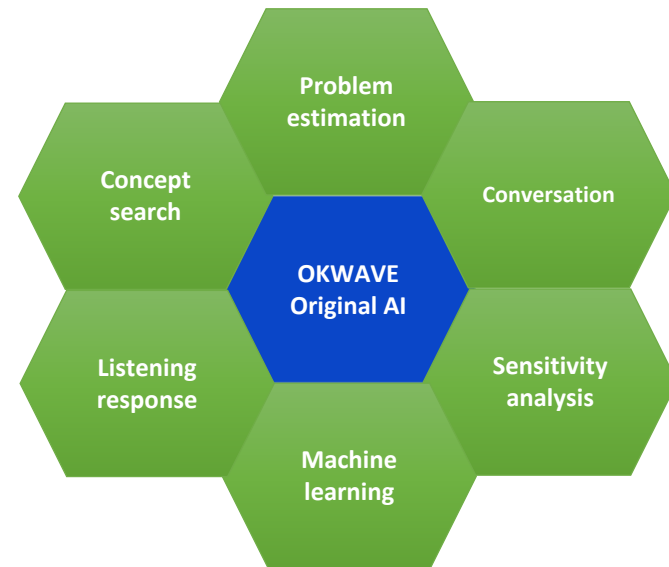
Independently Developed AI 「KONAN」

"KONAN" is a project name that collectively refers to research and development in the AI (artificial intelligence) field that we are undertaking. We establish an original AI that performs machine learning by combining "OKWAVE" Q&A data, member attribute data, behavior data such as browsing history of site visitors, and various external data such as weather information. The application for products and services has already started.

"OKBIZ. For AI ChatBot", an AI agent specializing in the field of automated response / customer support, and "OKBIZ. For AI FAQ Maker", which supports FAQ creation through AI analysis, have already been released.

OKBIZ. for AI Chatbot

OKBIZ. for AI FAQ Maker

[Features of utilizing AI technology]
AI topic analysis of Q & A data, conceptualization, intention extraction and hierarchization with original technology. (patented in Japan and the United States, patent number 58585689)

Problem estimation

Concept search

Conversation

OKWAVE Original AI

Listening response

Sensitivity analysis

Machine learning

BLOCKCHAIN TECHNOLOGY DEVELOPMENT

Established a new company "OK BLOCKCHAIN CENTRE SDN. BHD." Specializing in blockchain development in Johor Bahru, Malaysia in May 2018.

Also, we have started to develop and release the original blockchain, "Thor's Hammer" and its related products.

In addition to our own efforts, we support the activities of the Blockchain Skills Certification Association, which conducts the first technical skills test specialized for engineers in Japan regarding blockchain and crypto assets.
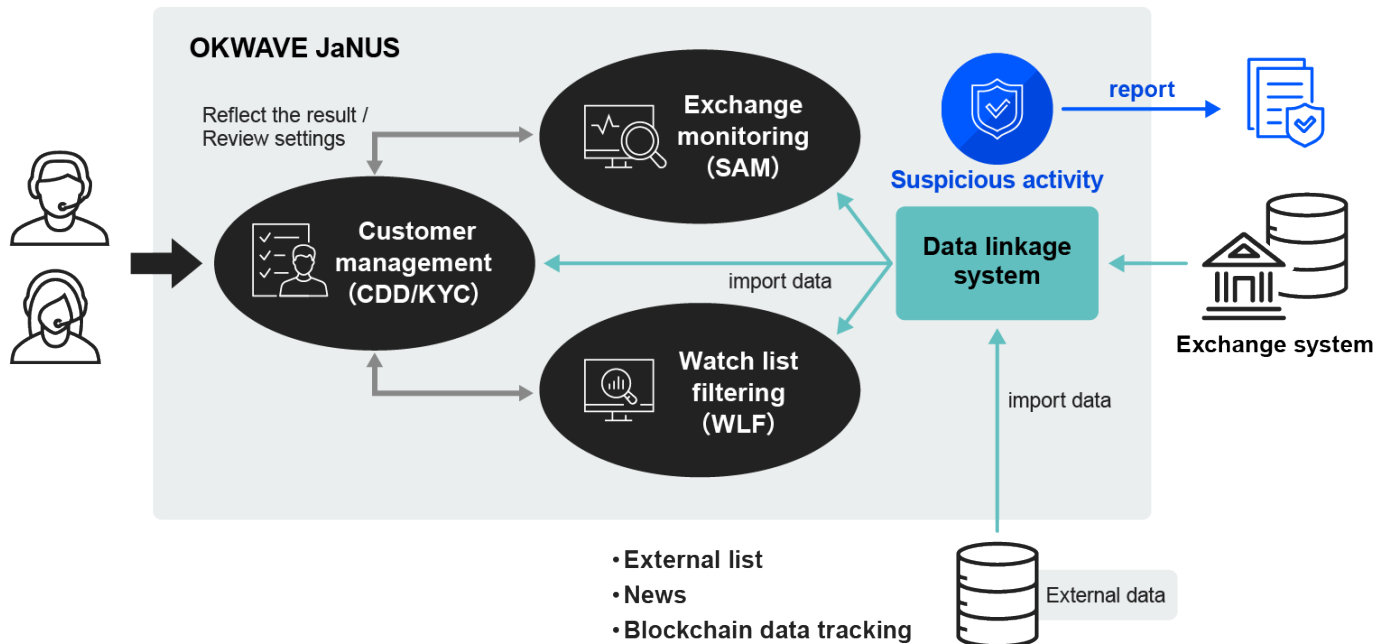
Head office

West Japan branch office

OK BLOCKCHAIN CENTRE

Thor's Hammer
OKWAVE Blockchain

CYBER SECURITY

We have newly entered the information security field and started to provide optimized anti-money laundering (AML) countermeasure services for the crypto asset industry in Japan and Asia.

On July 21, 2020, we started offering the AML solution "OKWAVE JaNUS" for the crypto asset industry.

CONTACT

OKWAVE, Inc. Head office
Toranomon Towers Office 7F, 4-1-28 Toranomon, Minato-ku, Tokyo 105-0001 JAPAN

OKWAVE, Inc. West Japan branch office
No.1525 Floor 923 9F, Osaka Ekimae Dai-yon Bldg., 1-11-4-923, Umeda, Kita-ku, Osaka-shi, Osaka 530-0001 JAPAN

OKfinc LTD.
Kensington Gardens No. U1317, Lot7616, Jalan Jumidar Buyong, 87000 Federal Territory of Labuan, Malaysia

OK BLOCKCHAIN CENTRE SDN. BHD.
G-04, Medini 7, Jalan Medini Sentral 5,
Bandar Medini Iskandar,79250 Iskandar Puteri, Johor, Malaysia

OKWAVE USA, Corporation
The headquarters is located in San Francisco.