

User Announcement: Viber Out Credit

Thank you for your ongoing use of Viber and Viber Out Credit.

As of June 7, 2017, existing Viber Out Credit will be abolished and a new Viber Out Credit will be launched. Such new Viber Out Credit will be subject to 180 days' expiration period starting from the conversion date (i.e. June 7).

All new Viber Out credit purchased after 00:00 o'clock June 7, 2017, will expire after 180 days as of the date of purchase.

Japanese Users (+81) holding old Viber Out Credit may choose to have their old credit refunded via contacting Viber Customer Support. **Otherwise, outstanding old Viber Out Credit will be converted to the new Viber Out Credit and will be available for usage immediately.**

Refund requests should be submitted to Viber Customer Support at

<https://support.viber.com/customer/ja/portal/emails/new> according to the following steps

Open A ticker ⇒ choose inquiry category **Viber Out issue** ⇒ Subject **Others** ⇒ Enter all required information ⇒ write the followings in the message body

Message: "refund request"

(1) Your Viber Number containing the Viber Out Credit;

(2) Bank account details: **Bank Code (4 digits)** ; **Branch Code (3 digits)**; **Account Type** (Normal account/ Current Account/Saving Account); **Account Number (7 digits)**; **Name of account holder** (In Katakana if possible) ⇒ Submit

Send Email

**** Refund application submission period will commence on 2017/06/07 and will be completed on 2017/09/05 at 23:59.**

** please note that we will cover only domestic transfer fees (i.e. transfer to Japanese Bank accounts). International money transfer fees to accounts in any country other than Japan will be paid for by the user.

For additional FAQ please follow this link: "[Q&A with respect to the Payment Services Act Repayment Process](#)"

Q&A with respect to the Payment Services Act Repayment Process
<p>Q What is new Viber Out Credit? What is its expiration scheme?</p> <p>A As of June 7, Viber Out Credit will be abolished. Viber Out Credit holders may convert their credit to the new Viber Out Credit. The new Viber Out Credit will be subject to 180 days' expiration period starting from the conversion date (i.e. June 7). All new Viber Out credit purchased will expire after the lapsing of 180 days since the date of purchase</p>
<p>Q Who will be affected by the new Viber Out expiration scheme?</p> <p>A The new scheme is applicable to all Viber Out Users with numbers registered in Japan (+81 numbers).</p>
<p>Q How to apply for a refund?</p> <p>A Refund requests should be submitted to Viber Customer Support at https://support.viber.com/customer/ja/portal/emails/new according to the following steps Open A ticker ⇒ choose inquiry category Viber Out issue ⇒ Subject Others ⇒ Enter all required information ⇒ write the followings in the message body Message: "refund request" (1) Your Viber Number containing the Viber Out Credit; (2) Bank account details: Bank Code (4 digits) ; Branch Code (3 digits); Account Type (Normal account/ Current Account/Saving Account); Account Number (7 digits); Name of account holder (In Katakana if possible) ⇒ Submit Send Email ** please note that we will cover only domestic transfer fees (i.e. transfer to Japanese Bank accounts). International money transfer fees to accounts in any country other than Japan will be paid for by the user.</p>
<p>Q What kind of information do we need from the users?</p> <p>A Additional required information for the refund process is the user's bank account details (bank name, branch name, account type, account number, account holder name)</p>
<p>Q Transfer fee or other commission fees. Does the user need to cover such fees or will Rakuten Payments/Viber will?</p> <p>A In general, Rakuten Payments will cover domestic transfer fees (to Japanese Bank account). International money transfer fees will be covered by the user.</p>
<p>Q What currency will be used for the refund? What exchange rate will be applied?</p> <p>A Refund will be transferred in Japanese Yen only. The prevailing exchange rate will be set according to the TTB spot rate for June 7th, 2017 as published by the Bank of Tokyo-Mitsubishi UFJ.</p>
<p>Q When will my refund payment be received?</p> <p>A We will process refund requests after completion of the refund application period on 2017/09/06. Refund payments are expected within a week to 10 days following such date.</p>