



# IILACE ANNUAL CONFERENCE 2019

*Presented by LexisNexis and Willis Towers Watson*

**Tokyo, JAPAN | September 18 to 21**

*Thriving for  
Success*



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SOLUTIONS  
INTERNATIONAL

# 2019 IILACE Program Committee

**Chair:** Brenda B. Grimes, Q.C., *The Law Society of Newfoundland and Labrador*

**Committee Members:**

Naoki Idei, *Japan Federation of Bar Associations*

Lorna Jack, *Law Society of Scotland*

Jonathan Herman, *The Federation of Law Societies of Canada*

Retha Steinmann, *Law Society of Namibia*

Luke Rheinberger, *Law Society of Tasmania*

Stephen Göcken, *German Federal Bar Association*

Eddie Sakala, *Law Society of Zambia*

Heidi Chu, *Law Society of Hong Kong*



**Rainbow Bridge, Tokyo**



## Past IILACE conferences and presidents

<b>1999</b>	Edinburgh, Scotland (Barry Fitzgerald, President)	<b>2009</b>	Dublin, Ireland (John Hoyles, President)
<b>2000</b>	Hong Kong (Barry Fitzgerald, President)	<b>2010</b>	Vancouver, Canada (John Hoyles, President)
<b>2001</b>	Chicago, USA (Barry Fitzgerald, President)	<b>2011</b>	Adelaide, Australia (Ken Murphy, President)
<b>2002</b>	Durban, South Africa (Patrick Moss, President)	<b>2012</b>	Hong Kong (Ken Murphy, President)
<b>2003</b>	Montreal, Canada (Patrick Moss, President)	<b>2013</b>	Berlin, Germany (Jan Martin, President)
<b>2004</b>	Auckland, NZ (Diane Bourque, President)	<b>2014</b>	Cape Town, South Africa (Jan Martin, President)
<b>2005</b>	Prague, Czech Republic (Diane Bourque, President)	<b>2015</b>	Washington, USA (Tim McGee, President)
<b>2006</b>	New York, USA (Douglas Mill, President)	<b>2016</b>	Wellington, NZ (Tim McGee, President)
<b>2007</b>	Singapore (Douglas Mill, President)	<b>2017</b>	London, UK (Cord Brüggmann, President)
<b>2008</b>	Windhoek, Namibia (John Hoyles, President)	<b>2018</b>	Ottawa, Canada (Retha Steinmann, President)



# Welcome to Tokyo!



**Masaru Komoda**  
*Secretary-General of the Japan Federation of Bar Associations*

**Dear Colleagues,**

Welcome to the delegates from across the world to one of the most vibrant cities in the world. We look forward to sharing with you the rich culture and history of Japan. We are very pleased to be facilitating the wonderful camaraderie that makes IILACE such a special organization.



**Brenda B. Grimes, Q.C.**  
*IILACE 2019 Chair*

I was extremely honoured to be asked to chair the Program Committee for this conference and very excited about the opportunity to

work with my fellow committee members, all of whom have made many valuable contributions to IILACE, both now and in the past.

Together, we have developed a range of modules which we hope will not only give you tools to succeed in your roles as CEOs but will also help you to thrive while doing so. From strategies for communication in times of crisis to opportunities to tell us what keeps you up at night and obtain advice, we hope you will enjoy useful insights into all aspects of your role as CEO.

I look forward to seeing you in Tokyo.



**Retha Steinmann**  
*IILACE President*

May your time in Tokyo and in Japan be fulfilling and special. It is my great pleasure in cohosting the 21<sup>st</sup> annual conference of

IILACE with our colleagues at the Japan Bar Federation. Thank you to the Japan Bar Federation for their incredible support of this conference.

Brenda Grimes and her committee have done an exceptional job in putting together a very complete program that will provide you with numerous tools to thrive for success.

I look forward to seeing all of you at the best professional development conference for CEOs of Law Societies and Bar Associations anywhere!



## Business Program

# Thriving for Success

### WEDNESDAY, SEPTEMBER 18TH

17:30 – 21:00 Opening Reception - Imperial Hotel

### THURSDAY, SEPTEMBER 19TH

Breakfast available daily at your hotel

8:30 – 8:45

#### **Welcome**

Retha Steinmann, *Law Society of Namibia*

Masaru Komoda, *Japan Federation of Bar Associations*

8:45 – 11:30

#### **Module I - THE FORWARD-LOOKING CHIEF EXECUTIVE**

##### **At a Crossroads - Competition or Synergy?**

***Sponsored by the Japan Federation of Bar Associations***

The changing demands of service users form the driving force behind the evolution of the service providers. The increasing attractiveness of integrating law into global business solutions creates a demand for new models of service deliveries.

This session aims at reviewing the evolution of non-lawyers' ventures to tap into this new market, the impact on conventional legal practices and how lawyers have tackled this development, the pressure created on the regulatory structures and measures that may address the pressure points. The session hopes to facilitate discussions on the development from the different perspectives of clients, non-lawyer service providers, lawyers and regulators with a view to assisting strategic leaders of law associations to map their own future direction beyond the crossroads.

**Moderator:** Heidi Chu, *The Law Society of Hong Kong*

**Keynote Speaker:** **Tony Williams, Principal, Jomati Consultants LLP**

**Panelists:** Masahiro Homma, *Chief Legal Officer, Nisshin Foods*

Naoki Idei, *Former Secretary General of Japan Federation of Bar Associations*

Paul Mollerup, *Managing Director, Association of Danish Law Firms*

10:00 – 10:15

Break

11:30 – 12:00

Presentation by **Lexis Nexis**

12:00 – 1:15

Lunch

1:15 – 4:15

#### **Module II - THE MEMBER-FOCUSED CHIEF EXECUTIVE**

##### **Out of the Shadows: Mental Health and Substance Abuse in the Legal Profession - Tackling Stigma and Taking Action**

Depression, anxiety, alcohol and drug abuse. More and more conversations are taking place in the general population about these illnesses and conditions that can ruin lives and sometimes end them. But studies show that the incidences of mental health and substance abuse issues are prevalent at alarming rates in the legal profession. Why is that the case? And what should be done about it, not only for the sake of the members themselves, but also the wider public that





# Business Program

## Thriving for Success

depends on and expects competent services from their trusted legal advisors at all times?

In this session, we will bring these issues out of the shadows to gain a better understanding of the reality that for so long has remained hidden. We will then explore what bar associations and law societies are doing to improve the situation, whether through educational initiatives, proactive and preventative supports, or through regulatory reform that replaces a culture of sanction and punishment with more compassionate approaches to public protection when confronted with errant members of the legal profession who suffer from these conditions.

**Moderator:** Jonathan Herman, *Federation of Law Societies of Canada*

**Panelists:** John Hoyles, *Secretary General, IILACE*

Don Avison, *Law Society of British Columbia*

Retha Steinmann, *Law Society of Namibia*

Robert Spagnoletti (TBC), *The District of Columbia Bar*

Ciara Murphy (TBC), *The Bar Council of Ireland*

2:30 – 2:45 Break

4:15 – 4:45 Presentation by **ASI**

Time Thursday Night Dinner at Meiji Kinenkan Restaurant, *sponsored by Lexis Nexis*

### FRIDAY, SEPTEMBER 20TH

Breakfast available daily at your hotel

8:30 – 10:45 **Module III - THE OUTWARD-LOOKING CHIEF EXECUTIVE: Stakeholder Engagement**

#### **How to Cope with a Communication Crisis - Best Practices and Case Studies for Developing External Communication Strategies**

Strategic Communication is one of the keys for the success of our organizations. Every CEO should be aware that the members of both voluntary and non-voluntary organizations expect the organization to not only provide services but to also have a comprehensive plan about how to influence external stakeholders and public opinion. CEOs should be prepared to act and know how to act when incidents escalate into a crisis. In this session we will explore the necessary tools for an external strategic communications plan and, through a discussion of actual examples, learn not only how to react in a normal environment but also how to foresee when the expected unpleasant/nasty/terrible event will morph into a full-blown crisis and to develop a safety plan.

**Moderator:** Stephan Göcken, *The German Federal Bar*

**Panelists:** Cheryl Farrow, *The Canadian Bar Association*

Jonathan Smithers, *Law Council of Australia*

Paul Tennant, *Law Society of England and Wales (tentative)*

9:45 – 10:00 Break



## Business Program

# Thriving for Success

10:45 – 12:30

### **Module IV – THE INWARD-LOOKING CHIEF EXECUTIVE:**

#### **Part 1 – Organizational Development**

Retaining key staff and measuring their performance is vital to an organisation's success. The first part of this module will examine the management of senior staff and ask the question, 'Who or what is a good employer?' The second part of our session will look at succession planning for law associations from the CEO perspective.

#### **Retaining Key Staff and Measuring their Performance**

Our keynote speaker will provide insights into the effectiveness of current trends and practices aimed at retaining key staff.

Topics will include:

- The importance of a positive and supporting culture – the role of the CEO
- Non-salary benefits
- Bonuses and rewards
- Responsibility and reporting

Our speaker will also address performance management of senior staff by reviewing:

- Current best practice – what works and what does not, both in ongoing reviews and indices and annual reviews
- The importance of an organisation's strategic plan to measuring performance – how to tie the strategic plan to employee goals

#### **Succession Planning for CEO's**

It is important for organisations to identify and develop leaders. A panel will discuss succession planning in the context of law associations.

- For senior staff. The importance of knowing your organisation's strategic vision and future plans. Identifying which staff have the skills and aptitude to succeed in the future. Communicating your vision of the future to staff. Mentoring as a method of passing on knowledge and improving skills.
- Is it different for smaller associations and if so, how?
- For elected positions. Does the CEO have a role and if so to what degree? Does it depend on the particular elected position under consideration? Does the CEO say nothing, suggest likely candidates, actively recruit, or lobby?

The module aims to arm the CEO with knowledge of current best practice in retaining staff, measuring performance and in planning for the future success of their organisation. It is hoped that there will be some useful additions to the CEO's employment toolkit.

**Moderator:** Luke Rheinberger, *Law Society of Tasmania*  
**Keynote speaker:** **Mr. Hayato Yasuzawa, Temple University**  
**Panelists:** Kris Dangerfield, *The Law Society of Manitoba*  
Iain Reid, *The Faculty of Advocates*

12:30 – 2:00

Lunch



## Business Program

# Thriving for Success

2:00 – 2:30 Presentation by Andrew Fryer, **Willis Towers Watson**

2:30 – 4:30 **Module V – THE INWARD-LOOKING CHIEF EXECUTIVE: Part 2 – Personal Development**  
**How to Be A Better CEO?**

As busy CEOs spending our time horizon scanning, setting the strategy, building great cultures and developing the skills and experiences of our teams, we often overlook the need to focus on our own personal development and do what's needed to ensure that we always show up as the best versions of ourselves.

This session aims to provide speaker content and personal stories that will inspire us to think about strategies to support our own professional and personal development as CEOs and to highlight the value of different learning and development approaches.

**Moderator:** Lorna Jack, *Law Society of Scotland*

**Keynote Speaker:** **Midori Keneko, Chair of Board Temple University/PR Director Amazon**

**Panelists:** Raffi van den Berg, *Netherlands Bar Association*  
Tilly Pillay, *Nova Scotia Barristers' Society*  
Edward Sakala, *Law Society of Zambia*  
Helen Morgan-Banda, *New Zealand Law Society*

3:15 – 3:30 Break

Friday Night Dinner at Brasserie Aux Amis, *sponsored by Willis, Towers, Watson*

### **SATURDAY, SEPTEMBER 21ST**

Breakfast available daily at your hotel

8:30 – 11:15 **Module VI – THE PEER-SUPPORTED CHIEF EXECUTIVE**

#### **What Keeps You Up at Night?**

CEOs are continually concerned about the next potential area of risk and often lie awake wondering from which direction the next big challenge will come. In this session CEOs will share their stories about the things that create the most stress and anxiety as they do their jobs and get real time solutions from their peers. This session should prove to be illuminating as it identifies common themes which transcend borders. Participants will leave the session with potential solutions and/or tools to deploy when they return to their organization.

**Moderator:** Lorna Jack, *Law Society of Scotland*

**Interactive Session with all delegates**

10:00 – 10:15 Break

11:15 - 11:45 AGM

11:45 – 12:45 Box Lunch



**SATURDAY, SEPTEMBER 21**

# POST-CONFERENCE TRIP

## Experience the ancient history of Kyoto

Kinkaku-ji Temple

The adventure begins as we leave by bus from the Imperial Hotel at 13:00 to go to the Tokyo Station. We will depart Tokyo Station at 13:50 and travel to Kyoto arriving at 16:08. We will travel by bus to our first stop which will be at Kinkaku-ji Temple (The Golden Pavilion, the most widely recognized image of Kyoto.) It was built in the 14<sup>th</sup> century and was rebuilt after fire destroyed it in 1950.



Funatsuru Restaurant

From there we will go to dinner at Funatsuru, a time honoured Japanese Inn and restaurant boasting 140 years of history, and is a landmark of the Kyoto city landscape. It has been registered as a tangible cultural property of architecture by Japan's agency for cultural affairs. <https://www.funatsuru.com/en/>

From there we will proceed to our hotel, the Hotel Monterey Kyoto. On Sunday morning, September 22nd, after having breakfast (included in the price) we will proceed by bus to a Kyoto-Yuzen workshop, which is one of the traditional dyeing techniques of Kyoto, Japan. From

Right, Kiyomizu-Dera Temple

the workshop we will proceed to the Kiyomizu-Dera.

*For those that may have flights from Tokyo and want to get back to Tokyo earlier in the day, you can leave the tour at whatever point is suitable to go to Kyoto Station to return to Tokyo. For example, if one was to leave at 11:30, just before the lunch, one could be on a train back at 12:08 and be back at Tokyo Station at 14:20.*

In addition, some people may choose to take a flight directly from Kyoto to fly to places such as Seoul direct.

The cost for this wonderful experience, for those that are

returning to Tokyo is US\$1,600 for two people and US\$950 for a single individual. This includes all costs for the trip.

For those not returning from Kyoto, the price is US \$1,400 Dbl / US \$850 single.

*For those that may wish to take the trip and come back early to Tokyo. It would be very helpful if those people could indicate what time they need to be at the airport on Sunday and indicate which airport they are flying from so we can be certain to arrange for the correct timing for the train from Kyoto to Tokyo.*



**THURSDAY, SEPTEMBER 19TH**

# SPOUSAL TOUR - DAY 1

Hama Rikyu Gardens



**DEPARTURE TIME**  
**9:00am**

9:10-10:00

Hama Rikyu Gardens

10:25-10:30

Rainbow Bridge\*

10:45-11:55

Tokyo Tower

12:00-13:00

Lunch at Dai-ichi Hotel Tokyo  
Seafort

13:15

Imperial Hotel

Rainbow Bridge



Tokyo Tower



*\*We can enjoy the scenery from  
the bus window.*



**FRIDAY, SEPTEMBER 20TH**

# SPOUSAL TOUR - DAY 2

Diet Building



**DEPARTURE TIME**  
**9:00am**

9:10-9:15

Diet Building\*

9:25-10:15

Imperial Palace

10:30-10:35

Kabuki-za\*

10:40-11:40

Tsukiji market

11:50-12:50

Lunch at SHARI THE TOKYO-SUSHI BAR

13:00

Imperial Hotel

*\*We can enjoy the scenery from the bus window.*

Imperial Palace



Kabuki-za



Tsukiji market





IILACE Annual  
Conference 2019

# Registration Form

Tokyo, Japan | September 18-21

Name of Chief Executive \_\_\_\_\_ Title \_\_\_\_\_

Name of Law Association \_\_\_\_\_ E-Mail \_\_\_\_\_

Address \_\_\_\_\_ Telephone \_\_\_\_\_

\_\_\_\_\_

## Conference Registration

- I will attend the IILACE Tokyo 2019 Conference \_\_\_\_\_  
**US \$1,125 registration fee.** Includes all meetings and educational sessions, reception on Wednesday and dinners on Thursday and Friday.
- I will be accompanied. The name of my guest is \_\_\_\_\_  
**US \$700 guest registration fee.** Includes spousal program, reception on Wednesday and dinners on Thursday and Friday.
- My guest will participate in the spousal tours.

## Post-Conference Trip Registration (must be registered by June 30<sup>th</sup>, 2019)

- I will attend the Post-Conference Tour to Kyoto - **ROUND TRIP**  
**US \$950 per person / Single occupancy registration fee - includes return train.** Includes tour, entrance fees, hotel (including breakfast, dinner and lunch) and gratuities.
- We will attend the Post-Conference Tour to Kyoto - **ROUND TRIP**  
**US \$1,600 per couple / Double occupancy registration fee - includes return train.**  
I will be accompanied. The name of my guest is \_\_\_\_\_
- I will attend the Post-Conference Tour to Kyoto - **ONE WAY** (not return to Tokyo)  
**US \$850 per person / Single occupancy registration fee - includes train to Kyoto.** Includes tour, entrance fees, hotel (including breakfast, dinner and lunch) and gratuities.
- We will attend the Post-Conference Tour to Kyoto - **ONE WAY** (not return to Tokyo)  
**US \$1,400 per couple / Double occupancy registration fee - includes train to Kyoto.**  
I will be accompanied. The name of my guest is \_\_\_\_\_

## TOTAL AND PAYMENT

TOTAL:	Conference Registration Fee:	\$ _____	USD
	Guest Registration Fee:	\$ _____	USD
	Kyoto Trip Registration Fee:	\$ _____	USD
	Kyoto Trip - Guest Fee:	\$ _____	USD
	<b>GRAND TOTAL:</b>	<b>\$ _____</b>	<b>USD</b>

## Payment Information

Pay in one of three ways:

1. Pay by online Credit Card (Preferred Payment Method):  VISA  MasterCard

Please use the following link:

<https://iilace.org/product/ottawa-canada-2018-conference-registration/>

2. Send a cheque to: John Hoyles, Secretary General - IILACE  
c/o Relationships are Everything Inc.  
1910 St-Laurent Blvd, PO Box 41146  
Ottawa, ON, K1G 5K9 Canada  
**Please make cheques payable to IILACE**

3. Wire your money to: IILACE Account  
Bank Account number: 400 181 4  
Bank Transit number: 01326  
Bank Number: #003 1309  
Bank Swift Code: ROYCCAT2  
Royal Bank of Canada  
Westgate Shopping Centre  
1309 Carling Avenue  
Ottawa, ON H1Z 7L3

**IMPORTANT: Once you have wired your money, please send an email to [info@iilace.org](mailto:info@iilace.org) confirming the day the money was wired for our tracking purposes.**

**Send your registration form by email to [info@iilace.org](mailto:info@iilace.org)**

# Hotel Accommodation Registration Form

## 2019 IILACE Annual Conference – Tokyo, Japan

Return completed form to [iilace2019hotel@jtb.com](mailto:iilace2019hotel@jtb.com) by no later than **July 16, 2019**

### 1. Personal Information (\*\*same as written in your passport\*\*)

Mr. Ms. Dr. Prof

\_\_\_\_\_  
(First name) (Middle name) (Family name)

\_\_\_\_\_  
Organization

\_\_\_\_\_  
Sex Nationality Birthday (Year/Month/Day)

\_\_\_\_\_  
Food Restrictions

\_\_\_\_\_  
Address

\_\_\_\_\_  
E-mail Telephone Fax

### Contact person information

Mr. Ms.

\_\_\_\_\_  
(First name) (Middle name) (Family name)

\_\_\_\_\_  
Organization

\_\_\_\_\_  
Country E-mail Telephone



## IMPORTANT BOOKING INFORMATION

### CANCELLATION/REVISION

\*In case of cancellation, your deposit will be refunded after deducting the cancellation fee as shown below.

\*JTB shall make the corresponding refund within the 14th day from the next day cancellation, when effecting refund before tour departure

\*Cancellation fee when notice is given:

22 or more days prior to the first night of stay NO charge  
8 to 21 days before the first night of stay 20% of daily room rate  
3 to 7 days before the first night of stay 30% of daily room rate  
2 days before the first night of stay 50% of daily room rate  
The first night of stay or no notice given 100% of daily room rate

### DEADLINE FOR ACCOMMODATION

The deadline for reservations on this form is 17:30 of July 16th, 2019, Japan Standard Time (GMT +9).

(Please note that reservations cannot be made after all the accommodations have reached the set number even if it is before the deadline.)

### PRIVACY POLICY

Please read carefully our policy on the handling of personal information and consent before proceeding.

Guidelines for Protection of Private Information by JTB Corp.

[https://www.jtbcorp.jp/en/privacy/pi\\_policy.asp](https://www.jtbcorp.jp/en/privacy/pi_policy.asp)

How JTB Corp. Handles Your Personal Information

[https://www.jtbcorp.jp/en/privacy/pi\\_handling.asp](https://www.jtbcorp.jp/en/privacy/pi_handling.asp)

GDPR Privacy Policy

[https://www.jtbcorp.jp/en/privacy/pi\\_gdpr.asp](https://www.jtbcorp.jp/en/privacy/pi_gdpr.asp)

### PAYMENT

Payments by credit card and bank transfer will be accepted.

The due date for the payment is August 15<sup>th</sup>, 2019. Please note that payments will not be accepted after this date. In order to make a hotel reservation, a full deposit is required.

### HOW TO PAY BY BANK TRANSFER

Please pay the Amount Billed to the designated account.

Bank pursuant to the following instructions:

\*Please note that the bank charge for remittance must be borne by the participant.

### BANK ACCOUNT INFORMATION

Bank: MUFG Bank, Ltd. Hibiya branch

Name: JTB Corp.

Address: KASUMIGASEKI BLD 23FLOOR

3-2-5 KASUMIGASEKI, CHIYODA-KU, TOKYO

Account No.: 0029494 Swift code: BOTKJPJT

### HOW TO PAY BY CREDIT CARD

Please fill in the attached sheet in the case of payment by credit card payment.

### CONTACT INFORMATION

JTB Corp. Tokyo-chuo Branch

2-2-1, Otemachi, Chiyoda-ku Tokyo, 100-0003 Japan

TEL: +81(0)3 6737 9282 FAX: +81(0)3 6737 9285

MAIL: [ilace2019hotel@jtb.com](mailto:ilace2019hotel@jtb.com)

Person in charge: Takayuki Shimane, Nobuki Aoki and Minami Ito

## Hotel Option 1 - The Imperial Hotel Tokyo

<https://www.imperialhotel.co.jp/j/tokyo/>

IMPERIAL HOTEL, TOKYO: 1-1, UCHISAIWAI-CHO 1-CHOME, CHIYODA-KU, TOKYO 100-8558, JAPAN TEL: +81-3-3504-1111

### SELECT ROOM TYPE

#### Single

16-Sept (MON) 33,220JPY

17-Sept (TUE) 33,220JPY

18-Sept (WED) 33,220JPY

19-Sept (THU) 33,220JPY

20-Sept (FRI) 33,220JPY

21-Sept (SAT) 51,284JPY

22-Sept (SUN) 51,284JPY

#### Twin room or Double room

16-Sept (MON) 46,280JPY

17-Sept (TUE) 46,280JPY

18-Sept (WED) 46,280JPY

19-Sept (THU) 46,280JPY

20-Sept (FRI) 46,280JPY

21-Sept (SAT) 60,880JPY

22-Sept (SUN) 60,880JPY

Room rate includes breakfast. \*tax and service charge included.

Accompanying person (Please fill in in the case of 2 guests.)

\_\_\_\_\_  
(First name)

\_\_\_\_\_  
(Middle name)

\_\_\_\_\_  
(Family name)

Your Room Preference

Non-smoking room or  Smoking room

## Hotel Option 2 - Hotel Gracery Ginza

<https://gracery.com/ginza/>

HOTEL GRACERY GINZA : 7-10-1, GINZA, CHUO-KU, TOKYO 104-0061, JAPAN TEL: +81-3-6686-1000

### SELECT ROOM TYPE

#### Single

17-Sept (TUE) 21,960JPY

18-Sept (WED) 21,960JPY

19-Sept (THU) 21,960JPY

20-Sept (FRI) 21,960JPY

21-Sept (SAT) 24,860JPY

#### Twin room or Double room

17-Sept (TUE) 36,800JPY

18-Sept (WED) 36,800JPY

19-Sept (THU) 36,800JPY

20-Sept (FRI) 36,800JPY

Room rate includes breakfast. \*tax and service charge included.

Accompanying person (Please fill in in the case of 2 guests.)

\_\_\_\_\_  
(First name)

\_\_\_\_\_  
(Middle name)

\_\_\_\_\_  
(Family name)

Your Room Preference

Non-smoking room or  Smoking room



## Credit Card Approval and Signature Authorization Form

This form is required for us to be able to charge your credit card for the equipment or services to be offered by us. This form ensures that we are doing all we can to avoid fraudulent charges to credit cards. We appreciate your understanding and willingness to sign this form and return it to us through fax or email.

Credit Card Number: \_\_\_\_\_

Credit Card Issuer: \_\_\_\_\_ (i.e. MasterCard, VISA, AMEX)

Expiration Date: \_\_\_\_\_

Security Code: \_\_\_\_\_ (usually on back of card located on signature line – last three digits)

Name as it appears on card: \_\_\_\_\_

Billing Address of Card: \_\_\_\_\_

Zip Code for Billing Address: \_\_\_\_\_

Amount Authorized to Charge Card shown above: \_\_\_\_\_ (¥JPY)

\* By signing below you authorize JTB Corporate Sales Inc. to charge this credit card for the amount shown above. You also hereby guarantee payment of the amount shown above.

\_\_\_\_\_  
Card Holder's Signature

\_\_\_\_\_  
Date

JTB Corp. Tokyo-chuo Branch  
1F Shin-Otemachi Bldg. 2-2-1, Otemachi, Chiyoda-ku, Tokyo, 100-0004 Japan  
TEL : +81(0)3 6737 9282 FAX: +81(0)3 6737 9285  
Person in charge : Takayuki Shimane , Nobuki Aoki and Minami Ito n\_aoki002@jtb.com