

"The Last Thank You." Bringing Grateful and Moving Funerals to all over Japan.

# Aiming to be the Most Appreciated Funeral Company in Japan

May 2016









**TEAR Corporation** (2485 listed on TSE/NSE First Section)

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# Company Profile







### Corporate Message



### 最期の、ありがとう。



Everyone has various feelings toward the deceased. Loneliness that they don't see him/her again, regret that promises did not come true, sadness that they lost someone to depend on.

Good things, other things, many memories will rush through everyone's mind.

But, we, TEAR, believe.

That when remembering someone's life, a life that only happens once, there will be gratefulness that naturally arises for the deceased.

#### "Thank you."

TEAR's mission is to hold funerals where all the mourners can surely send their last "Thank you" messages to the deceased.

For that purpose, TEAR starts by carefully listening to stories of the deceased from the bereaved. We think about when the deceased was alive, and we do our best to ensure the funeral follows the wishes of the bereaved, and provides a suitable end for the deceased.

During the time of mourning, each one of TEAR's staff makes use of all the knowledge we have cultivated, and remembering the deceased from the bottom of our heart for the deceased, we hold each funeral so there is no regret.

### Company Profile



| Company |  |
|---------|--|
| Name    |  |

**TEAR Corporation** 

# **Company President**

Norihisa Tomiyasu

**Head Office** 

3-35-1, Kurokawahondori, Kitaku, Nagoya city, Aichi, Japan

**Capital** 

JPY1,159mn (as of March 31, 2016)

Number of Employees

352 (as of March 31, 2016)

Number of Shares

20,167,200 (as of March 31, 2016)

**Listed On** 

Tokyo Stock Exchange First Section Nagoya Stock Exchange First Section

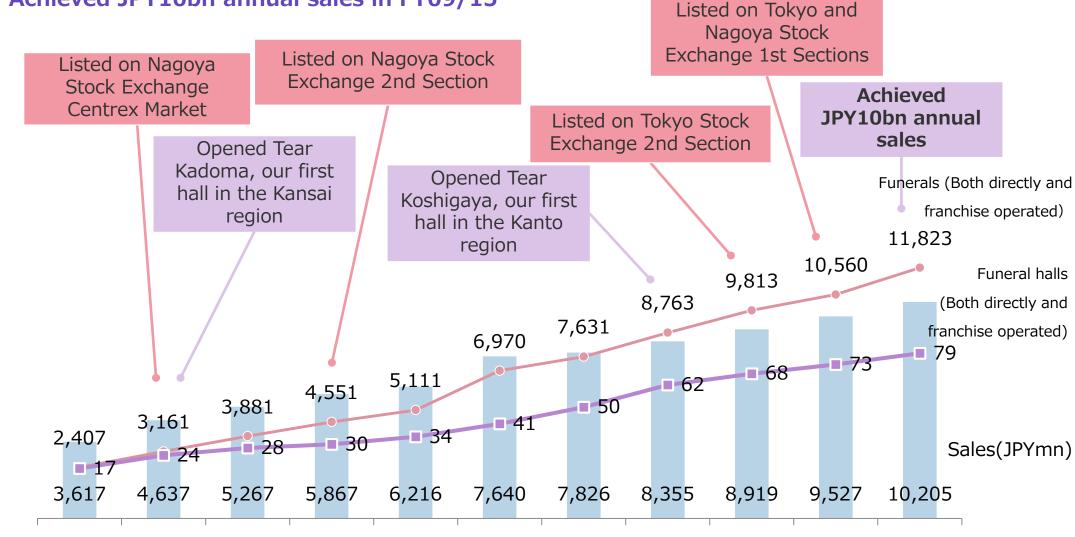
Business

- Providing a full range of funeral services including memorial services on important anniversaries.
- Consulting with and aftercare for the bereaved
- Operating both directly and franchise managed funeral halls in Chubu(central), Kanto(eastern), and Kansai(western) regions
- Providing our funeral business operational skills to franchise companies.

### Financial Trends and Topics



Listed on the Centrex Market, Nagoya Stock Exchange in 2006
Listed on both Tokyo and Nagoya Stock Exchange First Sections in 2014
Achieved JPY10bn annual sales in FY09/15



FY09/05 FY09/06 FY09/07 FY09/08 FY09/09 FY09/10 FY09/11 FY09/12 FY09/13 FY09/14 FY09/15

Wakayama pref. 1 %



82 funeral halls in 8 prefectures including 44 directly managed halls, and 38 halls owned by 10 franchise companies (as of April 30, 2016) 長野県 Directly managed halls Ibaraki pref. 1 hall Franchise halls 福井県 Saitama pref. 2 halls Gifurpref. 11 halls 名東区 千種区 東京都 山梨県 \_ Kanagawa pref. 天白区 hall 神奈川県 Nagoya city 25 halls **Franchise Owners** Osaka pref. 15 halls 静岡県 Nankai Grief Support - 13 halls · Life Support - 8 halls · SKI Management - 5 halls Mie pref. 3 halls Funayasu - 3 halls · Alpha - 2 halls Aichi pref. 23 halls Gesshoten - 2 halls Horen - 2 halls 三重県 · Daimarusekizaisangyo - 1 hall • BEI Ramyuru - 1 hall

· Isshin - 1 hall



# As a rapidly growing funeral company, we draw much media attention

# Opening many

Opening many directly managed and franchise funeral halls

Through our dominant presence, we achieve efficient hall management and increase name recognition

As TEAR's brand recognition rises, our new halls quickly achieve profitability.

### **Service**

- "Tear Academy"
- Strong staff training system

#### **Price**

- Transparent pricing
- "Tear Club"

### Convenience

- "TEAR": funeral-only halls
- Dominant presence

### Sharing an enduring slogan with all staff

Through the staff training system, we share the enduring slogan with all TEAR staff

# Our Strategy









### **Tear Academy**

- Unique staff training system
- Promoting growth as an employee through increasing skills and inner growth

#### Price

### **Transparent Pricing**

- Open pricing of funerals
- Promoting transparent and clear funeral costs

#### **Tear Club**

- Membership system with special benefits for TEAR's funerals
- Promoting partner organizations that offer the same benefits as Tear Club to their members who hold funerals through TEAR

### Service

### Customer

### Basic strategy

#### **Instruction Activities**

- The President sends messages that we believe are essential for training TEAR staff and transforming the funeral industry
- The President gives more than 150 lectures both inside and outside of the company

### Convenience

#### **Dominant Presence**

- Opening halls concentrated in a certain geographic area
- Efficient hall management by having neighboring TEAR halls help each other

#### Funeral-Only Hall, "TEAR"

 Fully-equipped facilities such as ceremony halls, anterooms for family, dinning rooms and parking lots



Our unique staff training system promotes "inner growth" and "increasing skills," and efficient staff training embodies strong

organization

Sharing TEAR's mission through the President's seminars

Sharing the enduring slogan and management philosophy

Teaching funeral knowledge and skills

Staff Training Program [TEAR Academy]

Recommending actions beyond mechanical

Quickly enhancing abilities of TEAR's staff

Training the next leaders

In-house exam **TEAR** test

**Master Ceremony Director** 

**External Qualification** 

**Senior Ceremony Director Level 1-2** 

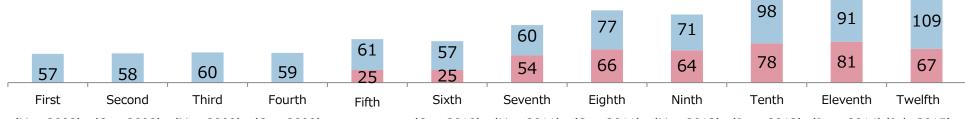
**Ceremony Director Level 1-2** 

**Trainee** 

**(TEAR tests)** Number of examinees

Examinees at directly managed halls

Examinees at franchises



(May 2008) (Oct. 2008) (May 2009) (Oct. 2009) (May 2010) (Oct. 2010) (May 2011) (Oct. 2011) (May 2012) (June 2013) (June 2014) (July 2015)

### Price: Transparent Funeral Pricing



The unique membership system "Tear Club" : Members receive special benefits on TEAR's funerals About 90 % of our customers are members or belong to partner organizations

**Tear Club 275,590 members**(As of March 31, 2016)

# Partner Organizations 665

(As of March 31, 2016) \*\*Partner organizations: companies or organizations contracted to provide the same benefits as Tear Club to their members who hold funerals through TEAR.

# Full range of discount services for members

at 148 partner companies (total 275stores in Japan)
(As of March 31, 2016)

\*Members get discounts or special services at hotels, restaurants, shops, and other contracted leisure facilities.

# Example of "Tear Club" funeral benefits (using the "Thank You Funeral 38" plan)

Non-member price

**Tear Club Gold Member price** 

※Non-member price is including other funeral good expenses

"Thank You Funeral 38" Altar

JPY380,000

JPY678,200

JPY380,000



#### **Basic funeral goods**

- Funeral hall use(two days)
- Delivery charges
- Futon for and photograph of the deceased
- Handouts in the hall
- Urn set

Hearse

Dry ice

- Coffin
- Service fees

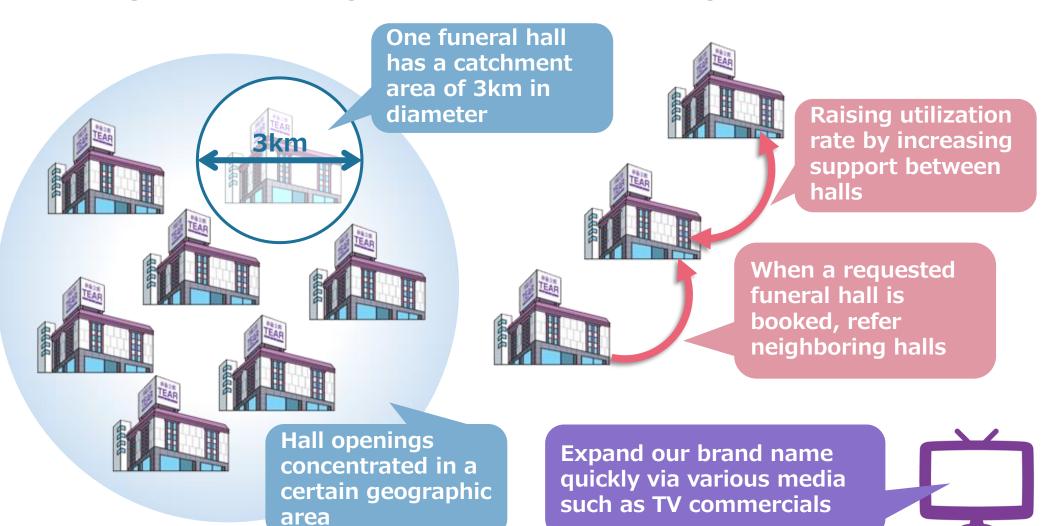
### Other expenses

Thank you gifts, food, shuttle bus from the town to the hall

### Convenience: Opening More Directly and Franchise Operated Halls



Opening directly and franchise managed halls to create a dominant presence Reaching about 70% average utilization rate and increasing share in the catchment area



# Trends and Outlook









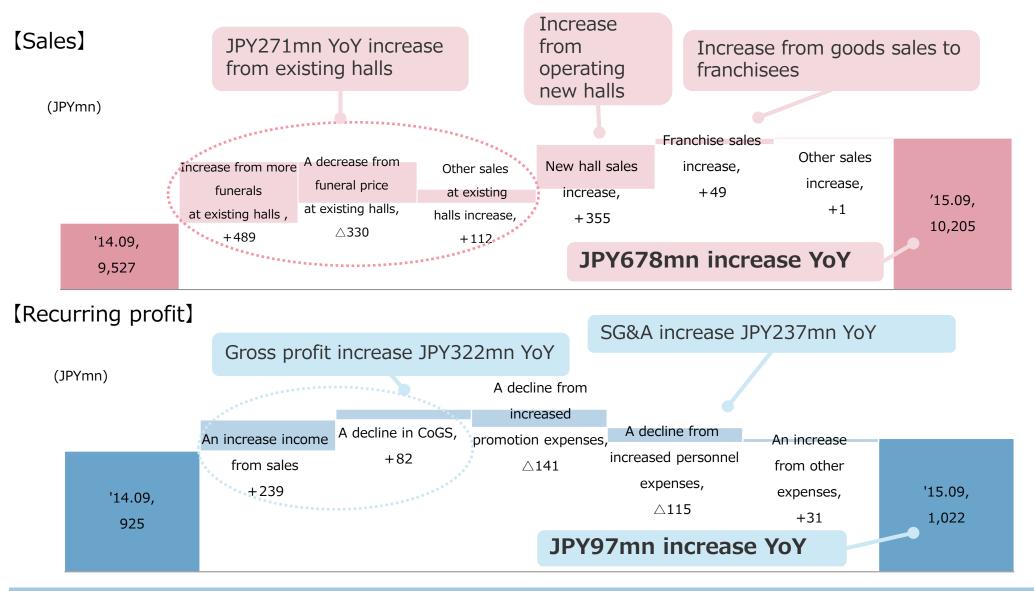
|                                 | FY09/11 | FY09/12 | FY09/13 | FY09/14 | FY09/15 |       |
|---------------------------------|---------|---------|---------|---------|---------|-------|
| (JPYmn)                         | 1109/11 | 1109/12 | 1109/13 | 1109/14 | Results | YoY   |
| Sales                           | 7,826   | 8,355   | 8,919   | 9,527   | 10,205  | +7.1  |
| <b>Operating Profit</b>         | 735     | 869     | 939     | 992     | 1,077   | +8.6  |
| Recurring Profit                | 661     | 798     | 846     | 925     | 1,022   | +10.5 |
| Net Income                      | 354     | 418     | 517     | 548     | 652     | +19.0 |
| EPS (JPY)(%1)                   | 19.43   | 22.97   | 28.38   | 30.07   | 32.96   | -     |
| Funerals Held                   | 6,021   | 6,417   | 6,862   | 7,301   | 8,019   | +9.8  |
| Average Funeral Price (JPY'000) | 1,096   | 1,104   | 1,103   | 1,115   | 1,072   | △3.8  |
| ROE (%)                         | 18.2    | 18.5    | 19.5    | 17.8    | 15.8    | _     |

<sup>\*1 :</sup> EPS is calculated according to the number of shares as of October 31, 2014.

### FY09/15: Analysis of Sales and Recurring Profit

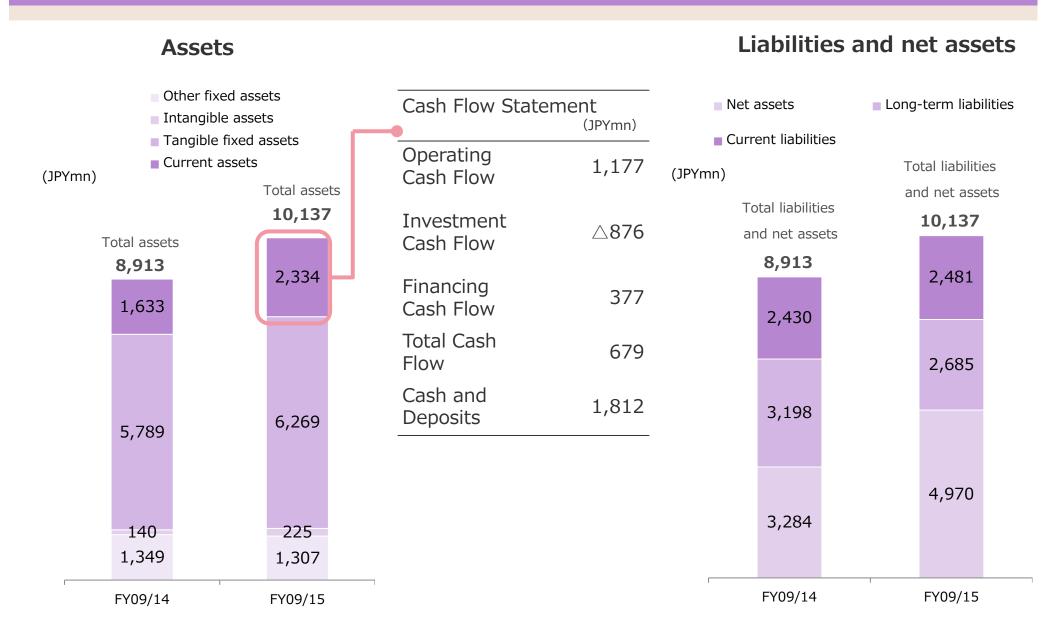


# Higher sales due to an increase in number of funerals at existing halls and start of new halls Recurring profits up due to higher sales and lower CoGS



### FY09/15: Balance Sheet and Cash Flow







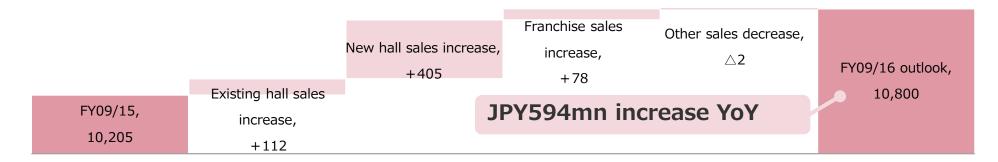
| (15)                             | FY09/15 | FY09/16 | YoY              |              |  |
|----------------------------------|---------|---------|------------------|--------------|--|
| (JPYmn)                          | Results | Est.    | Diff.<br>(JPYmn) | Diff.<br>(%) |  |
| Sales                            | 10,205  | 10,800  | +594             | +5.8         |  |
| <b>Operating Profit</b>          | 1,077   | 1,085   | +7               | +0.7         |  |
| Recurring Profit                 | 1,022   | 1,050   | +27              | +2.7         |  |
| Net Income                       | 652     | 690     | +37              | +5.8         |  |
| EPS (JPY)                        | 32.96   | 34.22   |                  |              |  |
| Dividend per<br>Share (JPY)      | 6.00    | 6.00    | _                | _            |  |
| Funerals Held                    | 8,019   | 8,481   | +462             | +5.8         |  |
| Average Funeral Prices (JPY'000) | 1,072   | 1,073   | +1               | +0.1         |  |



### We estimate an increase from sales at both existing and new halls We expect SG&A expenses to increase due to a new backbone system, and recurring profit to increase on higher sales

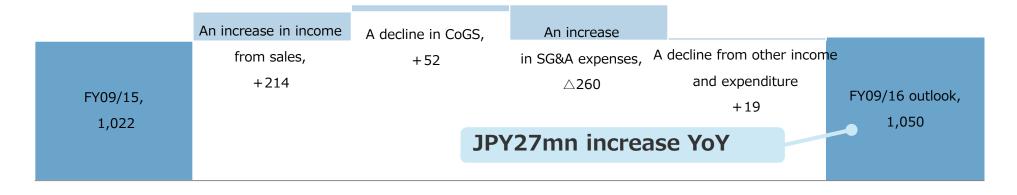
#### (Sales)

(JPYmn)



#### [Recurring profit]

(JPYmn)



# Market Overview



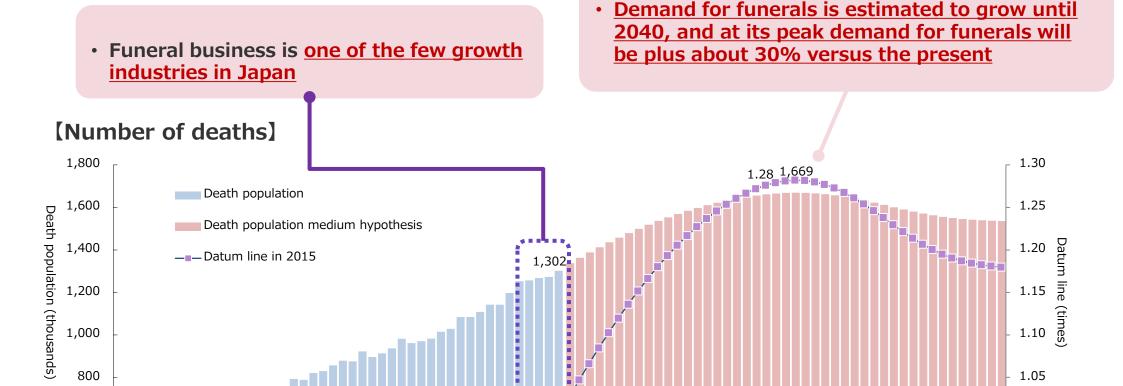




### Demand Trends according to Demographic Changes



# Demand for funeral services increases with the growing number of deaths It is estimated to be plus about 30% in 2040 versus the present



Source: Based on open data from "Ministry of Health, Labour and Welfare; Yearly Chart on Demographic Change" and "National Institute of Population and Social Security Research"

-1960s

1970s-1980s

1990s-

2000s -now

Post-war recovery

Rapid economic growth

After the burst of the bubble

Now

# Creation of funeral industry

- Funeral companies generally just rented funeral-related goods
- Funerals held at home
- Funerals supported by neighborhood communities
- Emergence of mutual aid societies

# Expanding roles of funeral companies

- More nuclear families and changes in living environment
- Weak relationships with neighborhood community
- Rising need for funeral-only halls
- Emergence and expansion of funeral halls

# Diversification of funerals

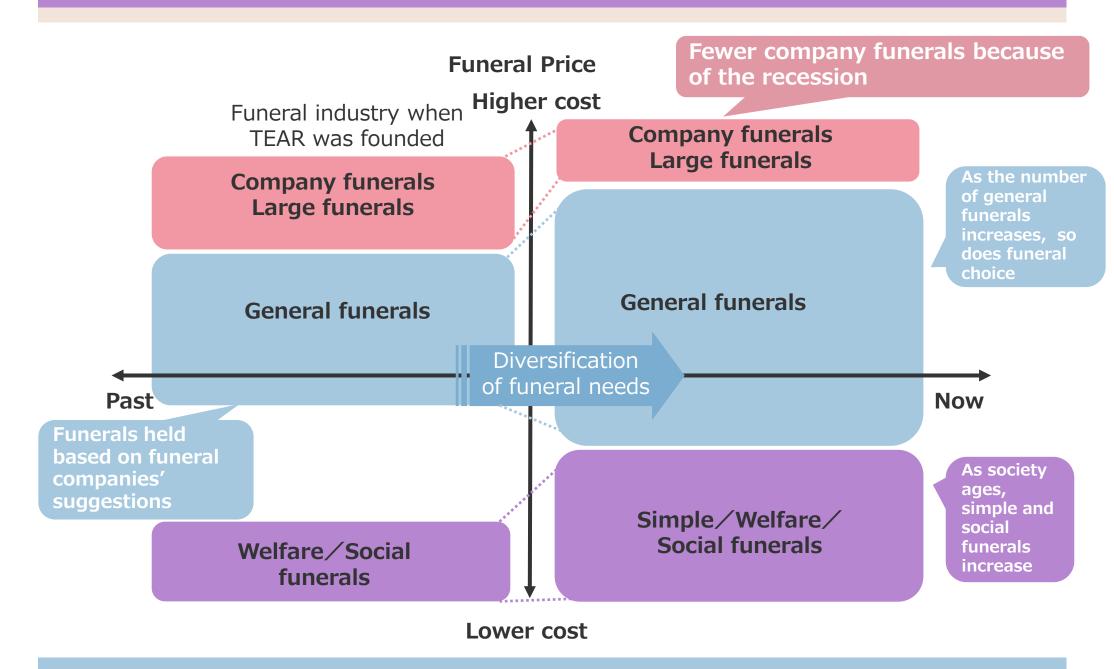
- Popularization of funerals held at funeral-only halls
- Emergence of planned funerals to meet individual preferences
- Unifying of mutual aid societies
- Emergence of listed funeral companies
- Emergence of many funeral-related services

# Shrinking of funeral size

- Funerals held for the elderly by the elderly as society ages.
- Rise of companies offering simple/small funerals
- Other industry companies enter funeral business
- Activities to prepare for the end gathers attention of society

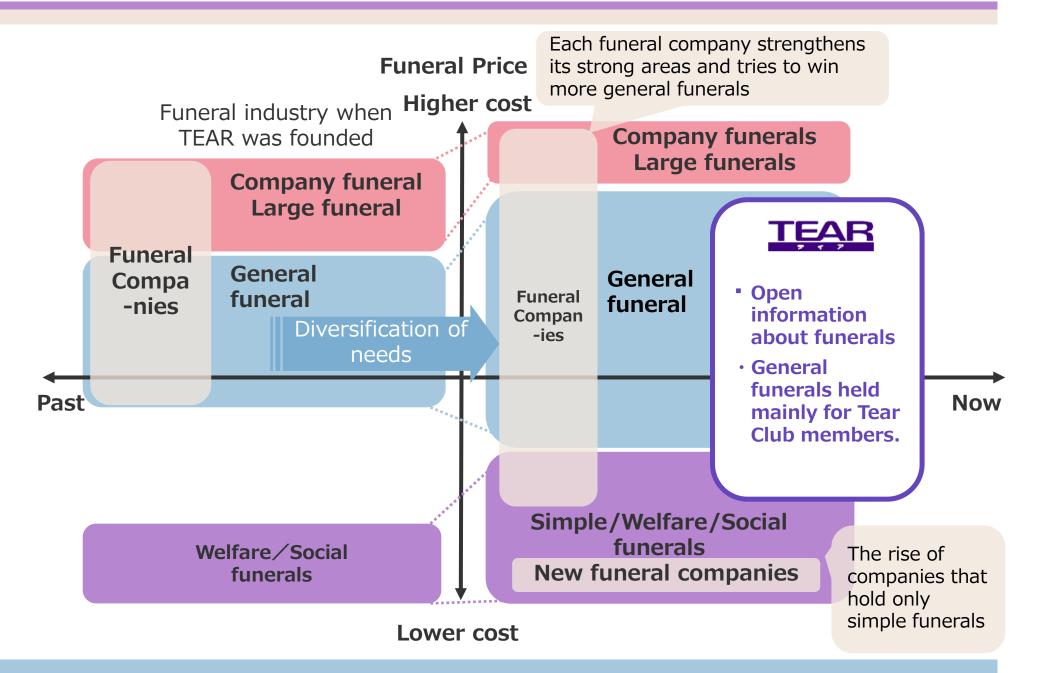
Source: Processed by TEAR, based on materials from Yano Research Institute Ltd.





### TEAR's Position in the Funeral Industry



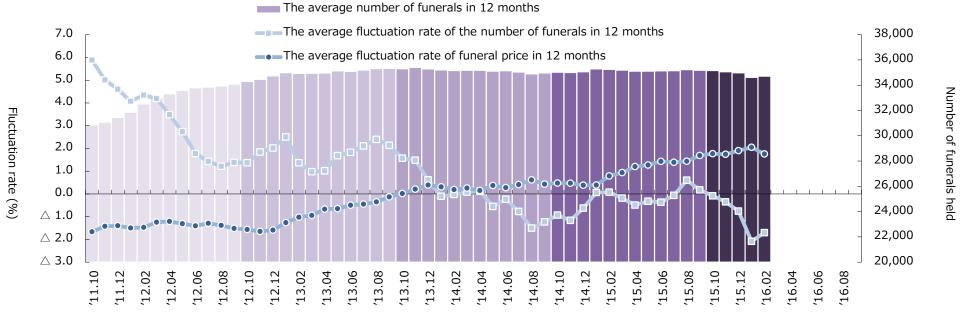


### Trends in the Number of Funerals and Average Funeral Price

# Funeral business market size in 2015 is estimated to be JPY1,780bn Number of funerals minus 1.7%, funeral price up 1.8% to JPY1,434,000

| Number of funerals and average price     | Sep. 2012              | Sep. 2013              | Sep. 2014              | Sep. 2015              | Feb. 2016   |
|--|------------------------|------------------------|------------------------|------------------------|-------------|
| Number of funerals(YoY%) %1              | +1.4                   | +2.1                   | △1.2                   | +0.2                   | <b>△1.7</b> |
| Funeral average price(YoY%) %1           | △1.5                   | △0.1                   | +0.4                   | +1.7                   | +1.8        |
| Funeral average price(JPY'000) %1        | 1,412                  | 1,410                  | 1,416                  | 1,439                  | 1,434       |
| Funeral business market size(JPYbn)   *2 | 1,754.5<br>(2012 act.) | 1,759.3<br>(2013 act.) | 1,764.2<br>(2014 est.) | 1,780.0<br>(2015 est.) | N/A         |

#### Trends in the number of funerals held and funeral prices



Source: %1 TEAR's calculation based on METI's research on special service industry statistics survey/Year-on-year is calculated by 12 months change average %2 "Research on Funeral Business Market in 2015" published by Yano Research Institute Ltd. in August 2015

### Research on People's Attitudes to Funerals

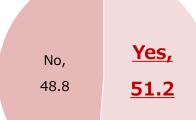


# 51.2% of people want a funeral after their death, 82.3% people want to have a funeral for their spouse

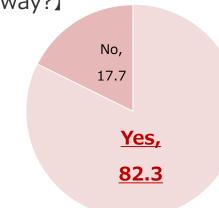
About 30% of people did not receive invitations to their close friends' funerals

(Do you want a funeral after your death?) (Do you want to have a funeral for your spouse after they pass away?)

"Do you want a funeral after your death?" 51.2% said "Yes."

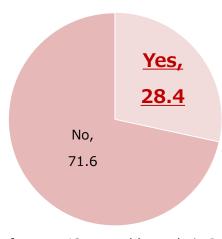


"Do you want to have a funeral for your spouse after they pass away?" 82.3% answered "Yes."



[Have you ever not been invited to a close friend's funeral?]

"Have you ever not been invited to a close friend's funeral?" 28.4% replied "Yes." Many people did not get invitations to their close friends' funerals.



(Conversations about funerals)

Only 19.6% people have talked about a funeral with their parents, and it seems they feel hard to talk about it with their parents



Source : TEAR's online research on funerals for over 40-year-old people in Japan in December 2015

# Medium-term Management Plan









# To achieve our long-term target of 200 funeral halls, TEAR formulated a medium-term plan with the slogan, "TEAR, a unique brand"

FY09/15 result

79 halls

Sales of JPY 10.2bn

[The medium-term plan ending in FY09/18]

Aim for a dominant presence nationwide!

Train staff! Build trust!

"TEAR, a unique brand"

[Main initiatives in the last fiscal year of the medium-term plan]
9,564 funerals/Sales of JPY 12.1bn/Recurring profit of JPY 1.2bn
Equity ratio of 50%

We will strengthen the Chubu region management base, and accelerate the pace of opening new halls and achieving profitability in the Kanto and Kansai regions

Directly managed and franchise hall opening policy in the long term

#### **(External factor)**

Sharing recognition of and responses to industry changes

#### [Internal factor]

Plans for the future to achieve the mediumterm target

#### (Present issues)

Present issues and improving the basic strategy

TEAR's longterm target

> 200 halls

Sales of JPY 16.5bn

Basic strategies "Service," "Price," and "Convenience"

<sup>\*\*</sup>Considering recent trends and based on the certain assumptions, TEAR estimated the long-term sales target at the end of September 2012.



### Aim to be a dominant presence in Japan! Train staff! Build trust! "TEAR, a unique brand"

# 3. Strategic development of products and M&A

Product strategy: Reducing the cost of sales ratio by diversifying procurement of TLC funeral goods, and conducting some funeral-related work in-house

M& Astrategy: Developing an internal structure able to exploit M&A as a third growth driver

1. Opening funeral halls while growing profits and expanding the Franchise segment

Dominant presence strategy: Strengthening management base in central Japan to lay the groundwork for a dominant presence in Kanto and Kansai.

Franchise strategy: Operating in Kanagawa and Ibaraki as soon as possible and positioning the Pacific belt zone as an important area while promoting a proposal-based sales method to attract new clients in the area

# 4. Securing and developing human resources in view of the long-term

HR strategy: Recruiting based on the longterm plan, organizing human resource management, training Master Ceremony Directors who have in-depth knowledge about funerals

# 2. Enhancing sales measures according to industry changes and brand power

Sales strategy: Developing funeral-related services and improving usability of the customer service center, and refurbishing existing funeral halls as planned

Brand strategy: Continuing PR and IR activities to raise its name recognition and awareness nationwide

[Internal]

[External]



|                            | Act.    | Medium-term Management Plan |                   |                   |  |  |
|----------------------------|---------|-----------------------------|-------------------|-------------------|--|--|
|                            | FY09/15 | FY09/16<br>Est.             | FY09/17<br>Target | FY09/18<br>Target |  |  |
| Diff.                      | 4       | 4                           | 4                 | 4                 |  |  |
| Directly Managed<br>Halls  | 43      | 47                          | 51                | 55                |  |  |
| Diff.                      | 2       | 4                           | 4                 | 4                 |  |  |
| Franchise Halls            | 36      | 40                          | 44                | 48                |  |  |
| Diff.                      | 6       | 8                           | 8                 | 8                 |  |  |
| Number of Halls            | 79      | 87                          | 95                | 103               |  |  |
| Capital Investment (JPYmn) | 915     | 1,130                       | 900               | 900               |  |  |

#### **(Breakdown of capital investment)**

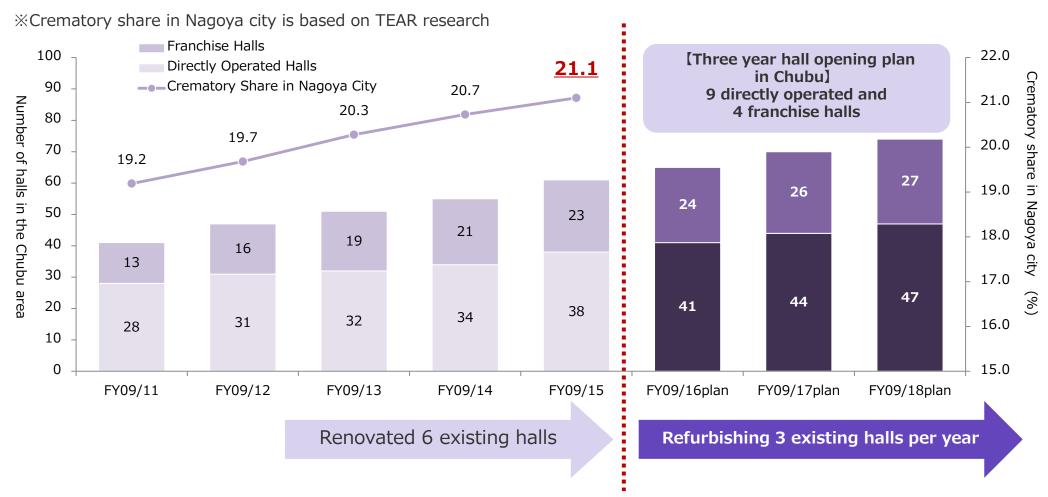
- FY09/16 forecasts JPY700mn for opening new halls/JPY324mn for refurbishment/JPY106mn for other
- Plans of FY09/17 and FY09/18
  JPY600mn for opening new halls/JPY234mn for refurbishment/JPY66mn for other

### The Chubu (Central) Region Overview and Expansion



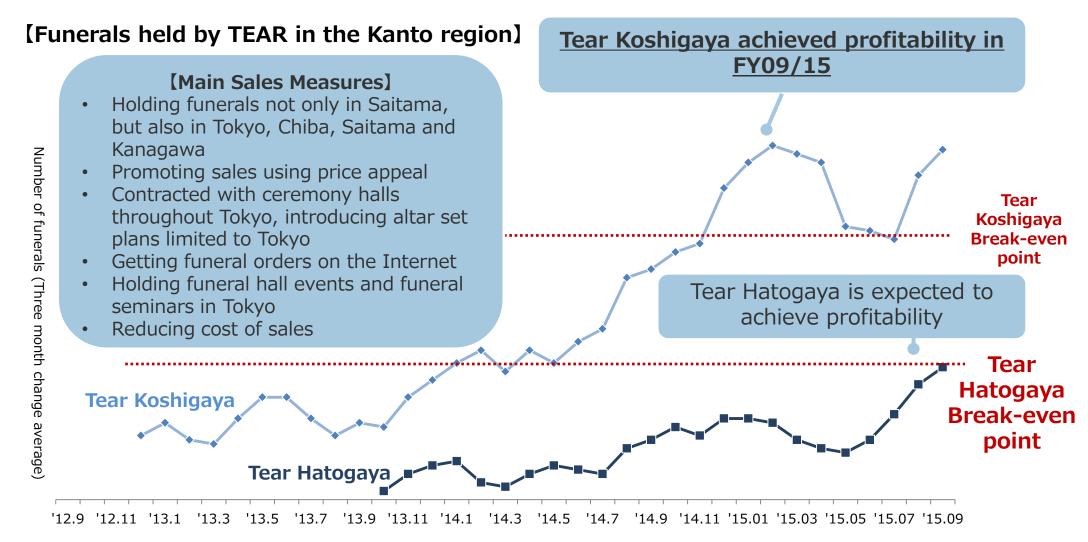
61 directly and franchisee managed halls in Chubu. Crematory share in Nagoya city is 21.1%. TEAR plans to open 3 more directly managed halls and 1 or 2 more franchise halls

#### [Halls in the Chubu area and crematory share]



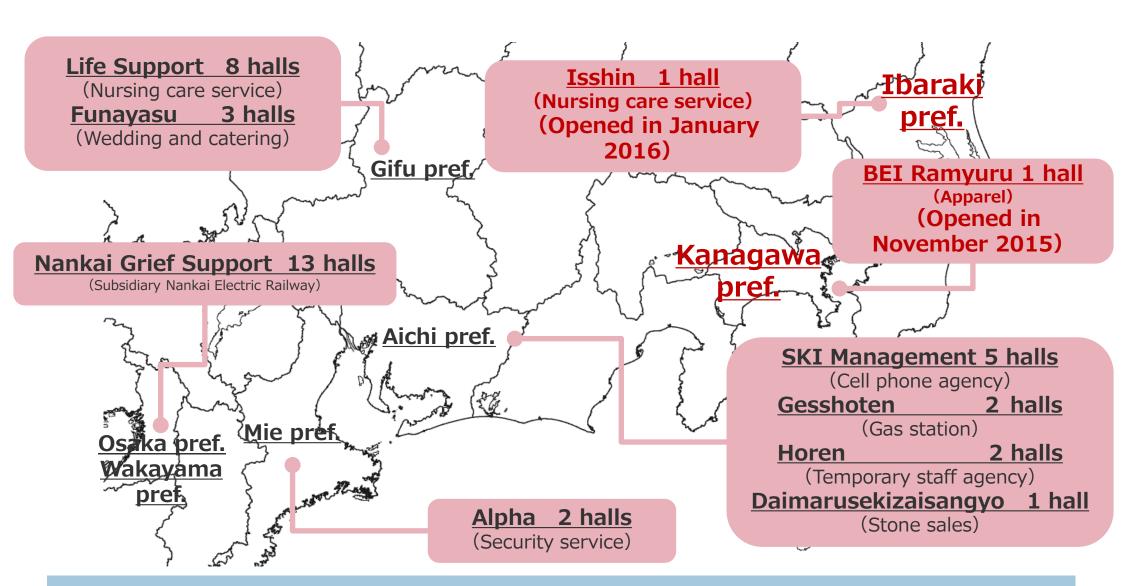


By actively promoting business activities, Tear Koshigaya achieved profitability in FY09/15 Planning to open our third hall in Kanto and considering opening a new hall in a new format





With ten franchisees, 38 franchise halls are operated. We expanded our halls to Kanagawa in November 2015, and to Ibaraki in January 2016.







|                          | Record          | Medium-term Management Plan |                   |                   |
|--------------------------|-----------------|-----------------------------|-------------------|-------------------|
|                          | FY09/15<br>Act. | FY09/16<br>Est.             | FY09/17<br>Target | FY09/18<br>Target |
| Funerals Held            | 8,019           | 8,481                       | 9,000             | 9,564             |
| YoY (%)                  | 9.8             | 5.8                         | 6.1               | 6.3               |
| Sales (JPYmn)            | 10,205          | 10,800                      | 11,470            | 12,190            |
| YoY (%)                  | 7.1             | 5.8                         | 6.2               | 6.3               |
| Operating Profit (JPYmn) | 1,077           | 1,085                       | 1,160             | 1,230             |
| YoY (%)                  | 8.6             | 0.7                         | 6.9               | 6.0               |
| Recurring Profit (JPYmn) | 1,022           | 1,050                       | 1,120             | 1,200             |
| YoY (%)                  | 10.5            | 2.7                         | 6.7               | 7.1               |
| Net Income (JPYmn)       | 652             | 690                         | 740               | 790               |
| YoY (%)                  | 19.0            | 5.8                         | 7.2               | 6.8               |

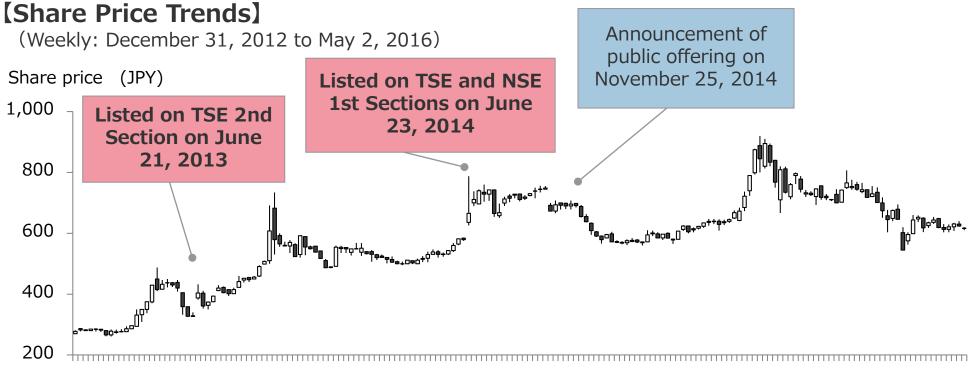
## Shareholder Returns











#### '12/12/31'13/4/22 '13/8/12 '13/12/2 '14/3/24 '14/7/14 '14/11/4 '15/2/23 '15/6/15 '15/10/5 '16/1/25

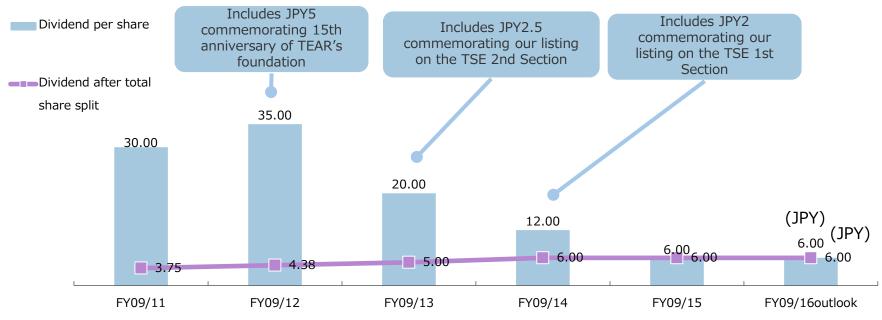
### [Key Data (Tokyo Stock Exchange 1st Section)]

| Highest Share Price in 2016 (January 4, 2016)         | JPY751 | Dividend Payment<br>(FY09/16 estimate)                               | JPY6.00 | Number of Shares | 20,167,200 |
|---|--------|--|---------|------------------|------------|
| Lowest Share Price<br>in 2016<br>(Februrary 12, 2016) | JPY545 | Dividend Yield<br>(FY09/16 estimate)<br>(Share price on May 2, 2016) | 0.97%   | Share Unit       | 100        |

<sup>\*\*</sup>The share price is after the share split on October 1, 2014.



**Dividend Policy**Our dividend policy is to give shareholders stable dividends each year, and we plan to boost shareholder returns through higher dividends when profits increase



(Shareholder benefit program) We give rice to our shareholders enrolled as of the end of September



| Number of shares held           | Rice(once a year) |
|---------------------------------|-------------------|
| 100 to less than 1,000 shares   | 3kg               |
| 1,000 to less than 3,000 shares | 5kg               |
| 3,000 shares                    | 10kg              |

# Summary









- TEAR was founded in 1997 with the aim of becoming the most appreciated funeral company in Japan. Our basic management strategy is "Service," "Price," and "Convenience." We are expanding the number of directly and franchisee managed funeral halls, and have established a strong management base in the Chubu (central) region in Japan.
- Given the environment of growing demand for funerals, we have sustained profit growth, while in the phase of accelerating the pace of opening new halls and renovating old halls to achieve our long-term targets, "200 halls and sales of JPY 16.5bn."
- We plan to reinforce our financial base by opening more halls in the Chubu region, aiming for a dominant presence in the Kanto region which is our new growth driver.
- Our dividend policy is to give shareholders stable dividends each year, and we plan to boost shareholder returns through higher dividends when profits increase. We also give rice to our shareholders as part of our shareholder benefit program according to the number of shares owned.

### Disclosure Policy



TEAR Corporation (hereinafter called "our company") will swiftly provide shareholders and investors with information, while emphasizing transparency, fairness, and consistency. Our company will disclose information in accordance with the timely disclosure regulations specified by the Financial Instruments and Exchange Act and Tokyo Stock Exchange, and timely and proactively release the information that can be considered by our company as effective for facilitating the understanding of our company.

#### Method for disclosing information

Information will be disclosed through the timely disclosure network (TDnet) managed by Tokyo Stock Exchange, pursuant to the timely disclosure regulations. The released information will be quickly uploaded to the IR homepage of our company in principle. Information that is not subject to the timely disclosure regulations will be also released through documents and the IR homepage, so that the information will reach investors accurately and equally.

#### **About future outlook**

In addition to the earning forecasts submitted to Tokyo Stock Exchange in which our company is listed, our business forecast may be released in other ways. Our news release, Q&A sessions during results briefings, and analyst meetings, etc. may include our plans, outlooks, and strategies, etc. Such information is judged by the executives of our company as reasonable based on the available information, and includes risks and uncertainties. Please keep in mind that actual performance may differ significantly from estimates due to various factors.

#### **About the silence period**

In order to prevent the leakage of important corporation information and to secure fairness, our company in principle specifies the two weeks until the release of financial results as a silence period. In this period, our company refrains from answering questions regarding our financial information and giving related comments, except the case where there emerges future-related information and important facts that would influence investment judgments considerably.

#### About the IR activities

In order to promote constructive communication with investors, our company put the Managing Director (the chief of the Management Planning Division) as the IR director, and the IR Division is set in the Management Planning Division. In principle, more than two people deal with IR activities in order to cooperate with the other divisions and give investors enough information and to prevent the leakage of insider information. For institutional investors, we hold the earnings results briefing twice a year and visit the investors when in need. For individual investors, we regularly hold the company information sessions not only in Chubu, Kanto and Kansai regions but also core cities all over Japan. We also do shareholder research through questionnaires for our shareholders. Our company's IR activities are reported at the quarterly meeting with directors in our company, and investors' opinions and evaluations for our company are shared with all of the directors.

#### [IR Contact]

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