

The following is an unofficial English translation of the Notice of Convocation of the 143rd Ordinary General Meeting of Shareholders of Sumitomo Corporation to be held on June 24, 2011. Sumitomo Corporation (hereinafter referred to as the “Company”) provides this translation for your reference and convenience only and without any warranty as to its accuracy or otherwise. Please also refer to “Terms and Conditions of Use” on Sumitomo Corporation website.

(Stock Exchange Code No. 8053)

June 2, 2011

To All Shareholders

Sumitomo Corporation
8-11, Harumi 1-chome
Chuo-ku, Tokyo

Susumu Kato
President and CEO

NOTICE OF CONVOCATION OF
THE ORDINARY GENERAL MEETING OF SHAREHOLDERS

We wish to express our sincere thanks for the exceptional favor you have always shown us.

To all those who have lost their lives in the Great East Japan Earthquake may their souls rest in peace, and we extend our sincere sympathies to the people affected by the disaster. We sincerely hope that the afflicted areas are helped to quick recovery.

We have the pleasure of extending to you a cordial invitation to attend the 143rd Ordinary General Meeting of Shareholders of the Company (hereinafter referred to as the “Meeting”), which will be held as set forth below.

If you will be unable to attend the Meeting in person, you can exercise your voting rights in writing or by electronic means (the Internet etc.) (please refer to pages 16 and 17 for more details).

Please take the time to examine the Reference Document for the General Meeting of Shareholders on the following pages and the attached Reports for the 143rd Fiscal Year and exercise your voting rights no later than 5:45 P.M. of Thursday, June 23, 2011.

With highest regards.

1. Time Friday, June 24, 2011, at 10:00 A.M. (Open at 9:00 A.M.)

2. Place GRAND BALLROOM
GRAND HYATT TOKYO, 3rd floor
6-10-3 Roppongi, Minato-ku, Tokyo

3. Agenda Presentation of Reports:

No.1: Business Report, Consolidated Financial Statements, and Audit Reports by the Accounting Auditor and the Board of Corporate Auditors regarding the Consolidated Financial Statements for the 143rd Fiscal Year (April 1, 2010 through March 31, 2011)

No.2: Non-consolidated Financial Statements for the 143rd Fiscal Year (April 1, 2010 through March 31, 2011)

Propositions:

Proposition No.1: Distribution of Retained Earnings as Cash Dividends

Proposition No.2: Election of Twelve Directors

Proposition No.3: Issuing Bonuses to the Company's Directors

Proposition No.4: Issuing New Share Acquisition Rights in the Form of Stock Options to the Company's Directors

Proposition No.5 Issuing New Share Acquisition Rights in the Form of Stock Options for a Stock-Linked Compensation Plan to the Company's Directors

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If you attend the Meeting in person, please submit the enclosed form of Proxy Card to the receptionists at the Meeting.

If any of the items included in the following Reference Document for the Meeting and the attached Reports for the 143rd Fiscal Year require amendment up to and including the day before the Meeting, the amended items will be posted on our web site on the Internet (<http://www.sumitomocorp.co.jp>).

REFERENCE DOCUMENT FOR THE GENERAL MEETING OF SHAREHOLDERS

Propositions to be Voted on and Reference Matters Relating thereto

Proposition No.1: Distribution of Retained Earnings as Cash Dividends

It is our basic dividend policy to meet shareholders' expectations by ensuring long-term stable dividends. Under this policy, considering the economic environment and progress in investment plans besides consolidated financial results, we would like to propose that the year-end dividends for the 143rd Fiscal Year be paid to the shareholders as set forth below.

(1) Kind of dividend assets

Cash

(2) Matters related to the allotment of dividend assets to shareholders and total amount thereof

20 yen per common share of the Company Total Amount: 25,001,303,740 yen.

Annual dividends for the 143rd Fiscal Year will be 36 yen per share, which is the sum of the amount of the interim dividends (16 yen per share) and the amount of the said year-end dividends (20 yen per share).

(3) Effective date of distribution of retained earnings

June 27, 2011

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Proposition No. 2: Election of Twelve Directors

The term of all of the twelve incumbent Directors will expire as of the close of the Meeting. Accordingly, this proposition calls for the election of twelve Directors.

The candidates for Directors are as follows.

Candidate No. 1

Motoyuki Oka Born September 15, 1943

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1966 Entered the Company
June 1994 Director
April 1998 Managing Director
April 2001 Senior Managing Director
June 2001 President and CEO
June 2007 Chairman of the Board of Directors (present position)

Shares owned in the Company: 113,600 shares

Candidate No. 2

Susumu Kato Born May 21, 1947

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1970 Entered the Company
June 2000 Director
April 2003 Director & Managing Executive Officer
April 2005 Director & Senior Managing Executive Officer
June 2005 Senior Managing Executive Officer
April 2007 Executive Vice President
June 2007 President & CEO (present position)

Shares owned in the Company: 53,000 shares

Candidate No. 3

Kazuo Ohmori Born November 11, 1948

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1971 Entered the Company
April 2003 Executive Officer
April 2005 Managing Executive Officer
June 2006 Director & Managing Executive Officer
April 2007 Director & Senior Managing Executive Officer (General Manager of Transportation and Construction Systems Business Unit)
April 2009 Director & Executive Vice President (General Manager of Transportation and Construction Systems Business Unit) (present position)

Shares owned in the Company: 35,900 shares

Candidate No. 4

Shunichi Arai Born September 29, 1949

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1973 Entered the Company
April 2003 Executive Officer
April 2005 Managing Executive Officer
April 2008 Senior Managing Executive Officer
June 2008 Director & Senior Managing Executive Officer (General Manager of Metal Products Business Unit)
April 2011 Director & Executive Vice President (General Manager of Metal Products Business Unit) (present position)

Shares owned in the Company: 37,900 shares

Candidate No. 5

Takahiro Moriyama Born December 1, 1948

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1973 Entered the Company
April 2004 Executive Officer
April 2007 Managing Executive Officer
June 2007 Director & Managing Executive Officer
April 2009 Director & Senior Managing Executive Officer (General Manager of Infrastructure Business Unit)
April 2011 Director & Executive Vice President (General Manager of Infrastructure Business Unit) (present position)

Shares owned in the Company: 28,800 shares

Candidate No. 6

Toyosaku Hamada Born July 5, 1951

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1974 Entered the Company
April 2003 Executive Officer
April 2006 Managing Executive Officer
April 2009 Senior Managing Executive Officer (CFO, General Manager of Financial Resources Management Group)
June 2009 Director & Senior Managing Executive Officer (CFO, General Manager of Financial Resources Management Group) (present position)

Shares owned in the Company: 29,900 shares

Candidate No. 7

Kuniharu Nakamura Born August 28, 1950

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1974 Entered the Company
April 2005 Executive Officer
April 2007 Managing Executive Officer
April 2009 Senior Managing Executive Officer (General Manager of Mineral Resources, Energy, Chemical & Electronics Business Unit)
June 2009 Director & Senior Managing Executive Officer (General Manager of Mineral Resources, Energy, Chemical & Electronics Business Unit) (present position)

Shares owned in the Company: 32,700 shares

Candidate No. 8

Takuro Kawahara Born July 10, 1951

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1975 Entered the Company
April 2005 Executive Officer
April 2008 Managing Executive Officer
June 2009 Director & Managing Executive Officer (General Manager of Human Resources, General Affairs & Legal Group)
April 2011 Director & Senior Managing Executive Officer (General Manager of Human Resources, General Affairs & Legal Group) (present position)

Shares owned in the Company: 25,700 shares

Candidate No. 9

Yoshio Osawa Born January 22, 1952

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1975 Entered the Company
April 2005 Executive Officer
April 2008 Managing Executive Officer
June 2008 Director & Managing Executive Officer (General Manager of Media, Network & Lifestyle Retail Business Unit)
April 2011 Director & Senior Managing Executive Officer (General Manager of Media, Network & Lifestyle Retail Business Unit) (present position)

(Significant position concurrently held)

Outside Director of Jupiter Telecommunications Co., Ltd.

Shares owned in the Company: 15,300 shares

Candidate No. 10

Yasuyuki Abe Born April 17, 1952

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1977 Entered the Company
June 2002 Retired from the Company; President & Representative Director of Sumisho Electronics Co., Ltd.
April 2005 President, CEO and Representative Director of Sumisho Computer Systems Corporation
* Thereafter, Sumisho Computer Systems Corporation and Sumisho Electronics Co., Ltd. were merged, with Sumisho Computer Systems Corporation as the surviving company in August 2005. Mr. Abe continuingly took position of the President, CEO and Representative Director of Sumisho Computer Systems Corporation, and retired from his position as of the close of the general meeting of shareholders of Sumisho Computer Systems Corporation held on June 25, 2009.

June 2009 Director & Managing Executive Officer of the Company
April 2010 Director & Managing Executive Officer (General Manager of New Industry Development & Cross-function Business Unit)
April 2011 Director & Senior Managing Executive Officer (General Manager of New Industry Development & Cross-function Business Unit and General Manager of Financial Service Division) (present position)

Shares owned in the Company: 23,703 shares

Candidate No. 11

Shinichi Sasaki Born May 26, 1951

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1974 Entered the Company
May 2000 General Manager of Tubular Products International Trade Dept.
Thereafter Corporate Officer (General Manager of Tubular Products Division)
April 2005 Executive Officer (General Manager of Tubular Products Division)
April 2006 Executive Officer (Deputy General Manager for China, and Chairman & CEO of Sumitomo Corporation (Shanghai) Limited)
April 2008 Managing Executive Officer (General Manager for Europe, CEO of Sumitomo Corporation Europe Group, Director and President of Sumitomo Corporation Europe Holding Limited, and Chairman, Director and President of Sumitomo Corporation Europe Limited)
April 2010 Managing Executive Officer (Assistant General Manager of General Products & Real Estate Business Unit and General Manager of Materials & Supplies Division)
April 2011 Senior Managing Executive Officer (General Manager of General Products & Real Estate Business Unit) (present position)

Shares owned in the Company: 28,523 shares

Candidate No. 12

Masayuki Doi

Born December 15, 1950

Brief outline of career, significant positions concurrently held, and positions and responsibilities while serving as Director:

April 1974 Entered the Company
July 2001 General Manager of Power Project Dept., No.1
Thereafter Assistant General Manager of Power & Energy Project Division, General Manager of Power Plant EPC Dept. No.1 and General Manager of Tanjung Jati B Project Dept.
Corporate Officer(General Manager of Energy Division, No.2)
Corporate Officer (General Manager of E & M New Business Development Division)
Corporate Officer (Assistant General Manager for Southeast & Southwest Asia and President Director of PT. Sumitomo Indonesia)
April 2007 Executive Officer (Assistant General Manager for Southeast & Southwest Asia and President Director of PT. Sumitomo Indonesia)
April 2008 Executive Officer (Assistant General Manager for Asia and President Director of PT. Sumitomo Indonesia)
April 2010 Managing Executive Officer (General Manager of Corporate Planning & Coordination Dept.)
April 2011 Managing Executive Officer (General Manager of Corporate Planning & Coordination Group and General Manager of Corporate Planning & Coordination Dept.) (present position)

Shares owned in the Company: 13,400 shares

(Notes)

None of the above candidates has any special conflict of interest with the Company.

Proposition No.3: Issuing Bonuses to the Company's Directors

The Company proposes that bonuses in the aggregate amount of ¥515 million be paid to 12 Directors serving at the end of the 143rd Fiscal Year, taking into account the Company's consolidated operating results, the degree to which profit targets were achieved, and other factors.

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Proposition No.4: Issuing New Share Acquisition Rights in the Form of Stock Options to the Company's Directors

The Company requests approval to issue new share acquisition rights in the form of stock options to the Directors up to an annual limit of 32 million yen so as to increase the motivation and morale of the Directors and to further expand our profit base and strengthen our corporate constitution. The amount of this new share acquisition rights in the form of stock options shall be established as remuneration to the Directors separate from the amount of Directors' compensation (up to 75 million yen monthly) approved by the 118th Ordinary General Meeting of Shareholders held on June 27, 1986. The Company will have 12 Directors to whom the new share acquisition rights will be issued, if Proposition No.2 is approved as proposed. The new share acquisition rights to be issued shall be as set forth below:

1. The New Share Acquisition Rights

(1) Number of shares subject to new share acquisition rights:

The maximum number of shares subject to new share acquisition rights shall be 72,000 of the Company's common shares.

(2) Total number of new share acquisition rights to be issued:

The maximum total number of the new share acquisition rights to be issued shall be 720. (100 common shares for every new share acquisition right to be issued)

(3) The need for payment in consideration of the new share acquisition rights:

The new share acquisition rights shall be issued without consideration.

(4) Value of the assets to be contributed upon exercise of the new share acquisition rights:

The value of the assets to be contributed upon exercise of the new share acquisition rights shall be determined by multiplying the price paid per share that is issued upon the exercise of the new share acquisition rights (hereinafter referred to as "Exercise Price" for the purposes of this Proposition No.4) by the number of shares subject to such new share acquisition rights. The Exercise Price shall be the price, rounded up to eliminate any fraction of a yen, that is 105% of the average of the closing price for transactions in the Company's common shares on the Tokyo Stock Exchange on each day (excluding days on which there were no transactions) of the month immediately prior to the month in which the new share acquisition rights are allocated; provided, however, that if the Exercise Price as so calculated would be less than the closing price for transactions of the Company's common shares on the Tokyo Stock Exchange on the day on which the new share acquisition rights are allocated (or the closing price on the day immediately preceding such date, if it is a holiday or there are no transactions on such date), the Exercise Price shall be such closing price.

(5) Term during which the new share acquisition rights can be exercised:

From April 1, 2012 to June 30, 2016

(6) Conditions on exercise of new share acquisition rights:

(i) A person that has been allocated the new share acquisition rights (hereinafter referred to as

the “Grantee” for the purpose of this Proposition No. 4) must be, at the time of exercise thereof, a Director, Executive Officer or Corporate Officer of the Company.

(ii) Transfer, pledge, any other encumbrance or inheritance of the new share acquisition rights shall not be permitted.

(7) Limitation on the acquisition of the new share acquisition rights by assignment:

Approval of the Board of Directors of the Company shall be required for the acquisition of the new share acquisition rights by assignment.

(8) Provisions governing the redemption of the new share acquisition rights by the Company:

When the Grantee has become unable to exercise the new acquisition rights due to non-fulfillment of the conditions of (6) (i) above, or for any reason whatsoever, the Company may redeem such new share acquisition rights without compensation.

(9) Adjustment in the number of shares subject to the new share acquisition rights and the Exercise Price:

(i) If the stock of the Company has been split or consolidated following the issuance of new share acquisition rights, the number of shares subject to the new share acquisition rights stipulated in (1) above and the number of shares of stock per new share acquisition right stipulated in (2) above shall be adjusted using the following formula. However, the relevant adjustment is to be made only for the number of shares subject to new share acquisition rights that have not been exercised at the relevant point in time, rounding down fractions of a share resulting from the adjustment.

NUMBER OF SHARES AFTER ADJUSTMENT = NUMBER OF SHARES BEFORE ADJUSTMENT × SPLIT OR CONSOLIDATION RATIO

(ii) When the Company issues new shares at a price below the market price following the issuance of new share acquisition rights, the Exercise Price stipulated in (4) above shall be adjusted according to the following formula, rounding up fractions of a yen resulting from the adjustment. However, this shall not apply to the issuance of new shares by the Company in cases of the exercise of any new share acquisition rights or public offerings at a fair value.

Post-adjustment Exercise Price =

$$\text{Pre-adjustment Exercise Price} \times \frac{\text{number of shares already issued} + \frac{\text{number of shares newly issued} \times \text{price paid per newly issued share}}{\text{share price before new issuance}}}{\text{number of shares already issued} + \text{increase in number of shares resulting from new issuance}}$$

Moreover, if the Company implements a stock split or consolidation following the issuance of the new share acquisition rights, the Exercise Price shall be adjusted in proportion to the ratio of the stock split or consolidation, rounding up fractions of a yen resulting from the adjustment.

In addition to the above, if an adjustment of the Exercise Price is necessary, for example, if the Company merges with another company or conducts a spin-off, etc. following the issuance of new share acquisition rights, it shall be appropriately adjusted within reasonable limits.

2. Value of new share acquisition rights as remuneration to the Directors:

The value of new share acquisition rights to be issued to the Directors as remuneration shall be calculated on the basis of the fair value of one share on the day of allocation multiplied by the total number of new share acquisition rights issued to serving Directors on the day of allocation (up to 12 Directors). The fair value of one new share acquisition right on the day of allocation shall be calculated using mathematical formulas commonly used for the calculation of the fair value of new share acquisition rights.

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Proposition No. 5: Issuing New Share Acquisition Rights in the Form of Stock Options for a Stock-Linked Compensation Plan to the Company's Directors

The Company requests approval to issue new share acquisition rights in the form of stock options for a stock-linked compensation plan to the Directors up to an annual limit of 130 million yen so as to link the Company's performance and stock price more clearly to the remuneration of Directors, as well as to enhance the sharing of value with all of our shareholders. This amount of remuneration shall be established as remuneration to the Directors separate from the amount of Directors' compensation (up to 75 million yen monthly) approved by the 118th Ordinary General Meeting of Shareholders held on June 27, 1986. The Company will have 12 Directors to whom the new share acquisition rights will be issued, if Proposition No.2 is approved as proposed. The new share acquisition rights to be issued shall be as set forth below.

1. The New Share Acquisition Rights

(1) Number of shares subject to new share acquisition rights:

The maximum number of shares subject to the new share acquisition rights shall be 200,000 of the Company's common shares.

(2) Total number of new share acquisition rights to be issued:

The maximum total number of the new share acquisition rights to be issued shall be 2,000.
(100 common shares for every new share acquisition right to be issued)

(3) The need for payment in consideration of the new share acquisition rights:

The new share acquisition rights shall be issued without consideration.

(4) Value of the assets to be contributed upon exercise of the new share acquisition rights:

The value of the assets to be contributed upon exercise of the new share acquisition rights shall be determined by multiplying the price paid per share that is issued upon the exercise of the new share acquisition rights (hereinafter referred to as "Exercise Price" for the purpose of this Proposition No.5) by the number of shares subject to such new share acquisition rights. The Exercise Price shall be one yen (¥1).

(5) Term during which the new share acquisition rights can be exercised

10 years from the day following the day on which a person that has been allocated the new share acquisition rights (hereinafter referred to as the "Grantee" for the purpose of this Proposition No.5) becomes neither a Director nor an Executive Officer of the Company.

(6) Conditions on exercise of the new share acquisition rights:

(i) The Grantee may not exercise the new share acquisition rights when any of the circumstances apply:

(a) When the Grantee has been sentenced to imprisonment or severer penalty during his/her term of office.

(b) When the Grantee or his/her heirs have offered to abandon all or part of the new share acquisition rights in writing, the form of which shall be specified by the Company.

(ii) Transfer, pledge or any other encumbrance of the new share acquisition rights shall not be permitted.

(iii) The legal heirs of the Grantee may inherit the new share acquisition rights of the Grantee. Such legal heir may exercise such rights inherited for only six months following the death of the Grantee.

(7) Limitation on the acquisition of the new share acquisition rights by assignment:

Approval of the Board of Directors of the Company shall be required for the acquisition of the new share acquisition rights by way of assignment.

(8) Provisions governing the redemption of the new share acquisition rights by the Company:

When the Grantee has fallen under the conditions of (6) (i) above, or cannot exercise such rights for other reasons, the Company may redeem such new share acquisition rights without compensation.

(9) Adjustment in the number of shares subject to the new share acquisition rights and the Exercise Price

(i) If the stock of the Company has been split or consolidated following the issuance of the new share acquisition rights, the number of shares subject to the new share acquisition rights stipulated in (1) above and the number of shares of stock per new share acquisition right stipulated in (2) above are to be adjusted using the following formula. However, the relevant adjustment is to be made only for the number of shares subject to the new share acquisition rights that have not been exercised at the relevant point in time, rounding down fractions of a share resulting from the adjustment.

NUMBER OF SHARES AFTER ADJUSTMENT = NUMBER OF SHARES BEFORE ADJUSTMENT × SPLIT OR CONSOLIDATION RATIO

(ii) The Exercise Price shall not be adjusted even in case of the Company's issuance of new shares at a price below the market price, or a stock split or consolidation, following the issuance of the new share acquisition rights.

2. Value of new share acquisition rights as remuneration to the Directors:

The value of the new share acquisition rights to be issued to the Directors in the form of stock options for a stock-linked compensation plan shall be an economic value equivalent to the retirement bonus, which was abolished at the close of the 138th Ordinary General Meeting of Shareholders held on June 23, 2006, and the annual limit of such value is set at ¥130 million.

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Guidance Notes on the Exercise of Voting Rights in Writing or by Electronic Means (the Internet etc.)

I. Exercise of Voting Rights in Writing

Please indicate your approval or disapproval of each agenda item on the enclosed form of the Proxy Card and then send it back so that it reaches our Registrar of Shareholders no later than 5:45 P.M. of Thursday, June 23, 2011.

II. Exercise of Voting Rights by Electronic Means (the Internet, etc.)

1. Exercise of Voting Rights through the Internet

- (1) To exercise your voting rights through the Internet, you must use the following voting service website designated by the Company. Please note that you are also able to access and use the website for exercising voting rights through a mobile phone.

Voting service website: <http://www.webdk.net>

*The website can be accessed from mobile phones equipped with a barcode reader by scanning the QR code® on the right with the mobile phone.

Please consult your mobile phone's user manual for further instructions.

(QR code is the registered trademark of DENSO WAVE INCORPORATED)



- (2) To exercise your voting rights through the Internet, please register your approval or disapproval of each proposition, by using the code and password for the exercise of voting rights indicated in the form of Proxy Card enclosed herewith and following the directions on the screen.
- (3) The dial-up access fee to providers, telecommunications fee to telecommunications carriers and other fees for the usage of the website for exercising voting rights shall be borne by the shareholders.
- (4) To exercise your voting rights through the Internet, you will need to have the following systems:
 - (i) Internet access;
 - (ii) Voting via personal computers:

Microsoft® Internet Explorer 6.0 or greater as Internet browser software, and appropriate hardware to use the required Internet browser software mentioned above;
 - (iii) Voting via mobile phones:

Mobile phones with 128-bit SSL encryption (To ensure the security of your data transmission, the voting website for mobile phones can be accessed only from mobile phones with 128-bit SSL encryption capability. Please note the voting service is not available for mobile phones that do not support 128-bit SSL encryption. Please also note that while voting via mobile phones with full browser functionality is supported in principle, we cannot guarantee compatibility with all available mobile phone models).

(Microsoft is a trademark or a registered trademark of Microsoft Corporation, registered in the United States, Japan and other countries.)

2. Voting Platform for Institutional Investors

For management and trust banks or other nominee shareholders (including standing proxies), the Electronic Voting Platform operated by Investor Communication Japan, Inc. (ICJ, Inc.) is available as another online voting method for the Meeting, in addition to the

method of voting through the Internet as described in 1. above, subject to the prior application for use to ICJ, Inc.

3. The Time Limit for Exercising Voting Rights by Electronic Means (the Internet, etc.)

Although it is acceptable to exercise voting rights through the Internet until 5:45 P.M., Thursday, June 23, 2011, please exercise your voting rights as early as possible to assist us with compiling the results of the voting.

III. Treatment of Voting Rights Exercised Repeatedly

1. If you exercise your voting rights both in writing and through the Internet, etc., we will only accept the exercise of your voting rights through the Internet, etc. as valid.
2. If you exercise your voting rights more than once through the Internet, etc., we will only accept the last exercise of your voting rights as valid.

Please call the following number if you have any questions relating to this guidance.
The Sumitomo Trust and Banking Company, Limited Stock Transfer Agency Department
Exclusive Line: 0120-186-417 (9:00A.M.-9:00P.M., toll free)
Request for Other Inquiries: 0120-176-417 (9:00A.M.-5:00P.M. weekdays, toll free)