

## **Notice and Acknowledgement regarding the use of the Tokyo One-Stop Business Establishment Center (TOSBEC)**

September 8, 2026

Thank you for using the Tokyo One-Stop Business Establishment Center (TOSBEC). Before using our services, please read, understand and agree to the following Notice and Acknowledgement.

### **1. About the Service**

- TOSBEC is a business establishment support center jointly operated by the Tokyo Metropolitan Government and the Government of Japan. As part of its service, TOSBEC provides free consultations with Small and Medium Enterprises (SME) consultants.
- Consultations are available in person (at our Akasaka, Shibuya, and Yūrakuchō locations), online, or by telephone.
- Consultations are provided by a team of SME consultants on a rotating basis. Therefore, a specific consultant is not assigned to ongoing individual support.

### **2. Scope of the Provided Service**

- The service provides information and advice based on general regulations, procedures, and case examples related to starting a business. Please note that TOSBEC does not prepare business plans or application documents on behalf of users; submit applications as a proxy; enter into contracts; or coordinate or negotiate with relevant organizations on behalf of users.
- However, for applications submitted in English, TOSBEC may, upon request, provide support during your visit for entering data into application forms and printing related documents for health insurance, employees' pension insurance, employment insurance, and labor insurance.
- Due to the rotating nature of the consultation service, the advice and perspectives offered by consultants may differ. All advice is provided for reference purposes only and is not binding.
- Depending on the nature of your inquiry, we may refer you to other government agencies support organizations, or specialized organizations.

### **3. Responsibilities**

- You are solely responsible for preparing your business plan, completing application procedures, entering into contracts, and making all other business decisions.

- The information and advice provided through the service are intended as reference and is based on general systems and case examples. Procedures and interpretations may differ depending on legal amendments, individual circumstances, or the policies and decisions of the competent authorities.
- Users are encouraged to consult the relevant local governments, government agencies, or specialized institutions as early as possible regarding eligibility, requirements, and specific procedures.
- Any use of the information or advice provided through this service is at the user's discretion and responsibility. Any decisions made based on the above information or advice, and any resulting consequences, shall be the user's sole responsibility.

#### 4. Role of Consultants

- TOSBEC Consultants provide fair and impartial advice as part of TOSBEC's consultation service and do not provide services in a private capacity.
- Consultants will not use the service to solicit or accept private engagements, promote their own services, engage in sales activities, or make any other form of solicitation.

#### 5. Handling of Information

- We use the information you provided solely for the operation and improvement of this service.
- We handle personal information in accordance with applicable laws and regulations.
- We may share consultation details among TOSBEC consultants and administrative staff, only to the extent necessary for the operation of the service.

#### 6. Audio and Video Recording

- TOSBEC consultants and administrative staff do not make audio or video recordings of consultations.
- To maintain an environment in which both parties can speak openly and comfortably, we ask that you refrain from making audio or video recordings of consultations. You are welcome to take notes.
- If you need reasonable accommodation due to a hearing impairment or any other circumstances that make it difficult to fully participate in the consultation, please contact us in advance. TOSBEC staff and the consultant will consider appropriate arrangements based on your individual needs.

- Even when recording is permitted, it is solely intended for the user's personal review of the consultation. Please refrain from sharing it with third parties, publishing or reproducing, or posting it on social media or any other public platform.

#### 7. Maintaining a Respectful Environment

We may suspend or terminate a consultation if a user engages in disruptive behavior, abusive language, intimidating conduct, harassment, or any other behavior toward a consultant, member of staff, or another user that interferes with the appropriate and orderly provision of the service.

#### 8. Changes to these Acknowledgements

We may revise this Notice and Acknowledgement without prior notice as necessary due to changes in applicable laws and regulations or for the operation of the service.