

Item	Summary
Service Name	Sentry
Service Overview	"Sentry" refers to the international money transfer and related services (hereinafter referred to as "this service") which our company provides to customers who have entered into an International Money Transfer Service Agreement with us. Customers use this service through our designated application (hereinafter referred to as the "Sentry app") which they have downloaded to a smartphone. The international money transfer service sends Japanese yen at a rate in a foreign currency to a receiver's bank account opened in a foreign country. This service cannot be used to send funds to business entities or incoming money transfer from outside Japan.
Service Provider	This service is provided by Seven Global Remit, Ltd. Receiving banks are not considered to be concerned parties in transactions with customers.
Who May Use	Limited to those who meet all of the following conditions: <ul style="list-style-type: none"> <li>-Customers (individuals) 16 years of age or older at time of application for Sentry</li> <li>-Those who have a device (smartphone, etc.) with which they can use the Sentry app, and whom we can contact by email</li> <li>-Customers who meet our screening criteria, and whose application we have accepted</li> </ul>
Sentry Account	"Sentry account" refers to accounts of this service provided by Seven Global Remit, Ltd. Funds we receive from customers will be managed as the balance of a Sentry account in the customer's name.
How To Deposit	Deposits can be made from Seven Bank ATMs operated by Seven Bank, Ltd. To make a deposit, customers must use a smartphone onto which they have downloaded the Sentry app and completed the registration process for use.
Deposit Amount Allowable	Amount allowable per ATM deposit: 500,000 JPY Maximum account balance per account: 1,000,000 JPY
How To Send	(1) After downloading the Sentry app, create a Sentry account and proceed to registration process. (2) From a Seven Bank ATM, deposit funds to your account in advance. (3) Make a money transfer request using the Sentry app. (*) (4) Sum of money transfer amount and transfer fees will be deducted from your Sentry account at the time the money transfer request is received. *Please check our website for a list of countries and receiving banks available for this service.
Requests not accepted	The following money transfer request cannot be accepted: <ul style="list-style-type: none"> <li>-Those whose funds are from a source other than that which has been approved by our company.</li> <li>-Those whose purpose is anything other than the payment of import costs (import charges for goods and services), commercial purposes, or other purposes designated by our company.</li> <li>-Those which require prior authorization, approval, reporting, registration, etc. in accordance with the Foreign Exchange and Foreign Trade Act, and which subject our company to the restriction of confirming the completion thereof.</li> </ul>
Transfer Limits	Limit per money transfer: 1,000,000 JPY Limit per year (January 1 - December 31): 3,000,000 JPY
Transaction Cancellation	Customers will not be able to cancel an international money transfer transaction. Our Company shall not be liable for any loss or damage arising from the failure to cancel the transaction.
Bring Back Request	Bring back request is not acceptable. Bring back is the process of the return of fund which has already paid into receiver's account. Sender will be required to call the receiver directly.
How To Receive	Currency and amount guaranteed at the time of the request will be deposited to the receiver's bank account registered with the Sentry app.  Prior registration of receiver's information is required in order to make a money transfer. Entered information will be reflected in the Sentry app as below: 7:30 a.m. - 11:00 p.m.: reflected immediately Outside the hours above: reflected at any time after 7:30 a.m. *However, above hours are subject to change due to system maintenance, etc.
Suspension of Account/Partial Suspension of Service	Account will be suspended for customers to whom any of the following apply: <ul style="list-style-type: none"> <li>-Customers whom we have determined to have violated Article 22 of the Sentry Terms of Service</li> <li>-Customers who are foreign nationals not submitting a copy of their updated residence card if there was a change in the residence card information after creating the account with us.</li> </ul> *Until the updated residence card is submitted, an account maintenance fee for customers with exceeded period of stay will be charged monthly.
Cancellation Of Sentry Service	If you have a balance remaining in your account, you can receive the balance with the ATM receiving service provided by Seven Payment Service Co., Ltd. *If your account has a balance of 100,000 JPY or more, you cannot use the ATM receiving service. Please remit overseas so that the account balance is less than 100,000 JPY. If you have no plans to remit overseas, please contact us using the in-app chat feature.
Various Fees	
Annual Membership Fee/Account Opening Fees	No annual membership fee and account opening fee required.
Money Transfer Fees	Posted on our website. Money Transfer fees differ depending on the receiving country.
Money Transfer Statement Issuance Fee (By Post)	Money transfer statement issuance fee: 1,100 JPY per issuance (consumption tax included) No fee required if customer download a money transfer statement using the Sentry app.
Account Maintenance Fee for Customers with Exceeded Period of Stay	Account maintenance fee for customers with exceeded period of stay: 220 JPY per month (consumption tax included) Fee accrual date: the 1st of the month following the date upon which three months have passed since the expiration date of the period of stay
Cancellation Fee	Cancellation fee: 550 JPY (consumption tax included) However, if the account balance is less than 550 JPY, the entire balance amount will be collected as a cancellation fee.
Designated Dispute Resolution Organizations	In accordance with the Payment Services Act, we introduce the following institutions for those who wish to seek resolution regarding this service from a third-party organization.  For handling complaints: Japan Payment Service Association Customer Service Office Tel:03-3556-6261  For dispute resolution: Tokyo Bar Association Dispute Resolution Center Tel:03-3581-0031 Dai-ichi Tokyo Bar Association Arbitration Center Tel:03-3595-8588 Daini Tokyo Bar Association Arbitration Center Tel:03-3581-2249
Contact Information	Please contact us at the following email address: customer_support@7gr.co.jp