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CEO

JustAnswer LLC

October 21st, 2024

Mr. Seiji Ikemoto

Chairman

C/O Mr. Shimizu

Secretariat

Qualified Consumer Organization

Non-Profit Organization Saitama Consumer Damage Elimination Association

Dear Mr. Shimizu,

Please find our reply below in response to your inquiry dated October 3rd, 2024.

1. It is already clear from the confirmation screen that the subscription payments after the trial period is ¥4,980 per month, as the screen clearly states right after the explanation of the ¥500 trial fee that “thereafter, ¥4, 980/month” (その後は¥4, 980/月) and “after the trial period ends on 04/18, a membership will be automatically renewed, and ¥4, 980 per month will be charged until you cancel” (トライアル期間終了後 04/18 に会員が自動更新され解約するまで月額¥4, 980 が請求されます). Therefore, we do not think that further clarification of the payment terms on the confirmation screen is needed.

2. It is already clear from the confirmation screen that the payment will be made by a credit card with a lump sum payment, as the screen shows that the payment will be made by “lump sum payment (一括支払い), the last digits of the user’s credit card, and its expiry date, just below the “payment method (お支払方法).” In addition, the confirmation screen has already clearly stated that the payments after the trial period is once a month by displaying “¥4,980/month” and “¥4,980 per month.”
3. There are no restrictions for the cancellation. Users can cancel their subscriptions whenever they want, while they have full access to our service until the end of the given month period. Therefore, we do not think that an additional explanation regarding the cancellation on the confirmation screen is needed.

Needless to say, we have been, and will still be, continuously changing displays on our website so that we can continue to offer trustworthy services to users of our services.