



Results Briefing

For the Year Ended March 31, 2016

Relia, Inc.

May 18, 2016

*NOTICE: This document is translation of the original Japanese document and is only for reference purposes.
In the event of any discrepancy between this translated document and the original Japanese document, the latter shall prevail.

© 2016 Relia, Inc. All rights reserved.

Reliable Relation

Overview of FY2015

Results for the Year Ended Mar./16 (Consolidated)

Increases in both revenue and profits continued throughout FY2016. Initial targets were achieved as demand caused by regulatory and institutional reform increased.

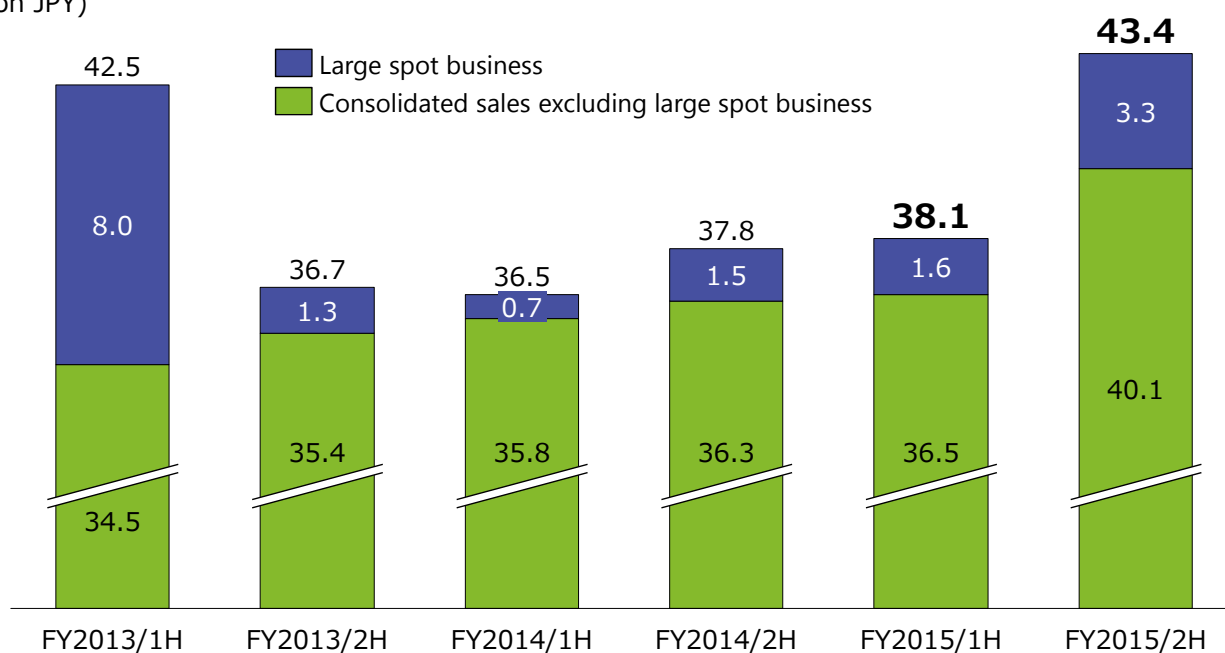
(million JPY)

	Initial forecast	Results for the year ended Mar./16	Achievement rate	Results for the year ended Mar./15	% Change
Net Sales	81,000	81,500	100.6%	74,235	+9.8%
Gross profit	-	12,141	-	10,641	+14.1%
SG&A expenses	-	7,519	-	6,972	+7.9%
Operating income	4,560	4,621	101.3%	3,669	+25.9%
Ordinary income	4,600	4,685	101.8%	3,862	+21.3%
Profit attributable to owners of parent	3,050	3,101	101.7%	2,479	+25.1%

Transition of Consolidated Sales

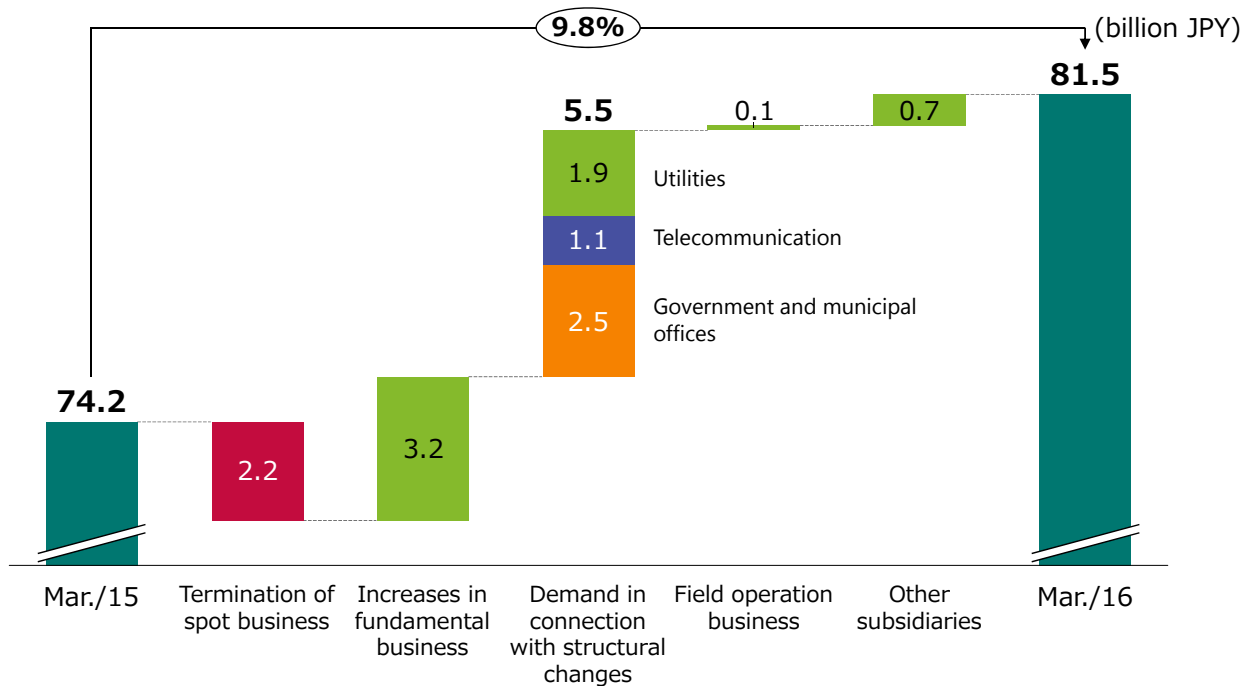
Fundamental businesses continue to expand.

(billion JPY)

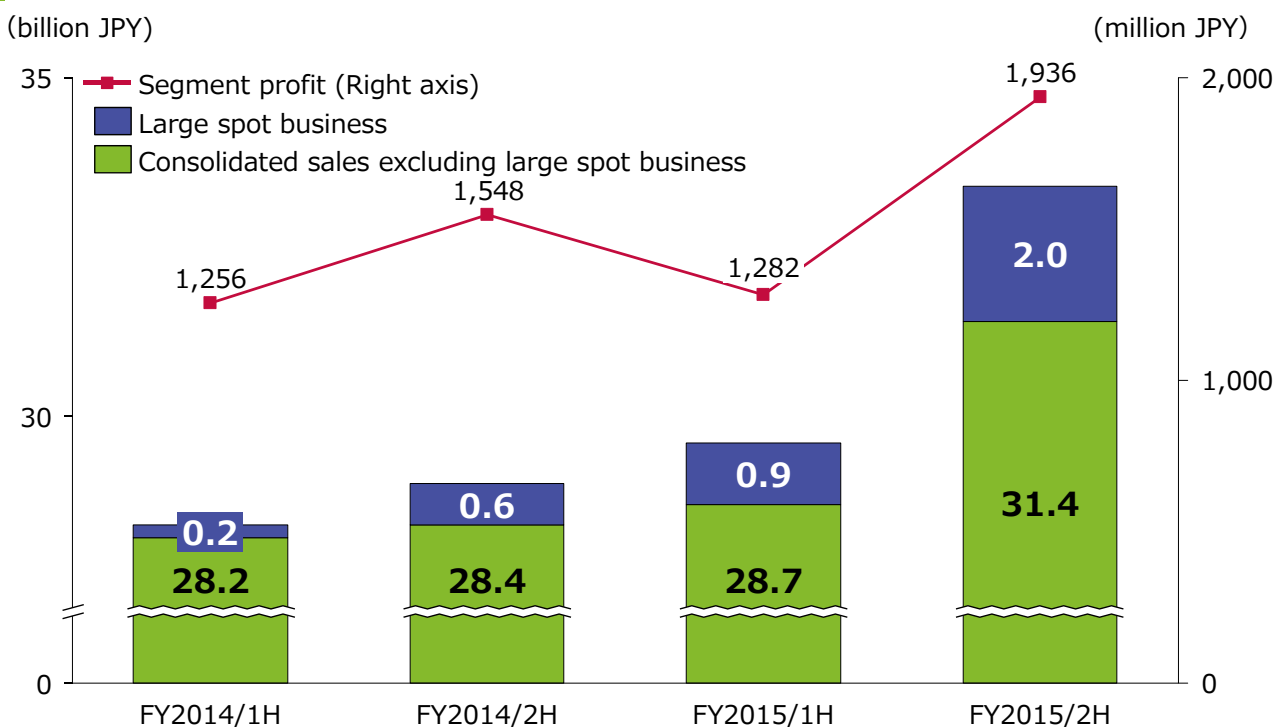


Main Fluctuation Factors of Sales

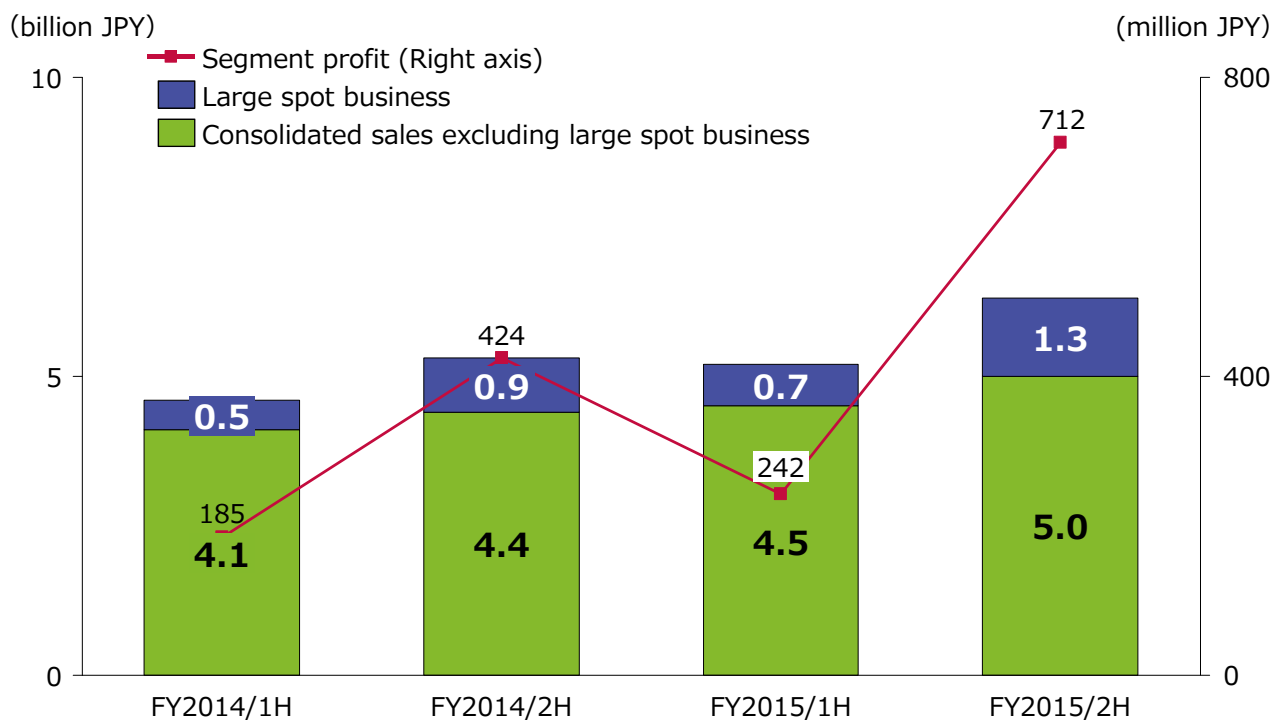
Fundamental businesses continued to grow.
Acquisition of demand accompanying regulatory and institutional reform.



Transition of Consolidated Sales For Contact Center Business



Transition of Consolidated Sales For Back Office Business

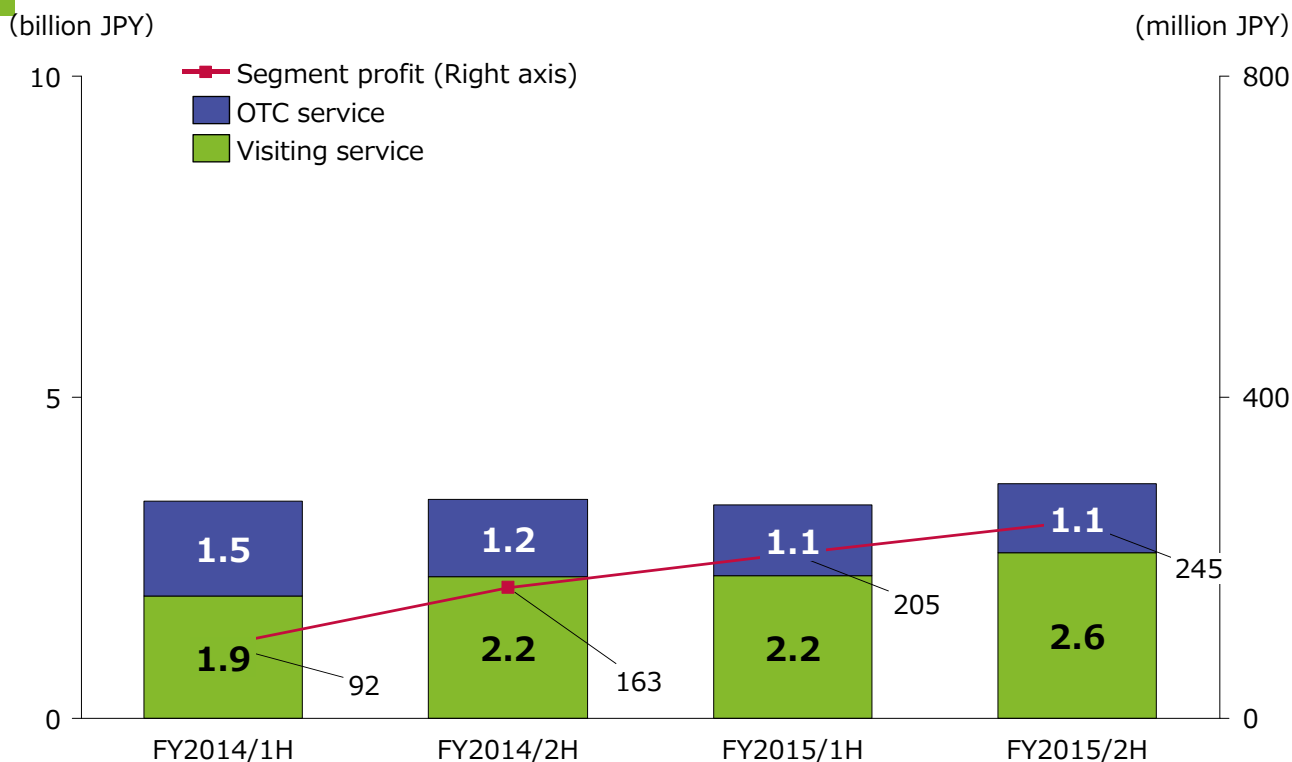


7

© 2016 Relia, Inc. All rights reserved.



Consolidated Sales by Service For Field Operation Business



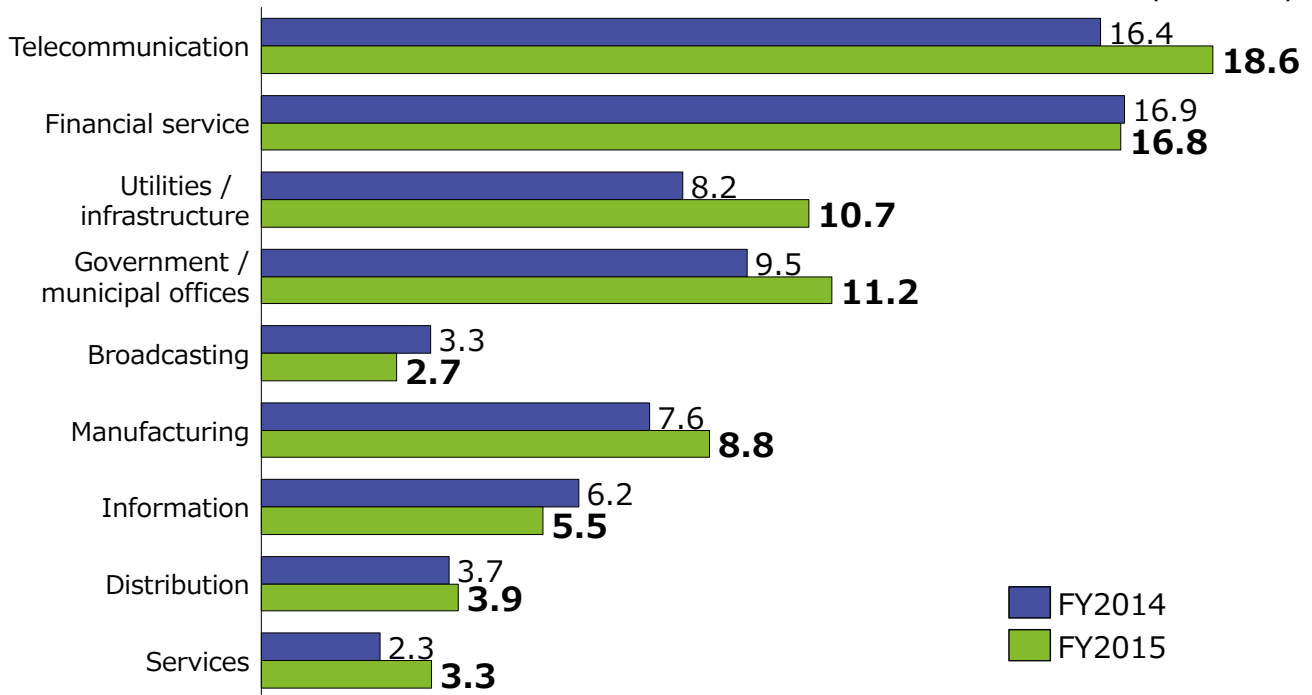
8

© 2016 Relia, Inc. All rights reserved.



Reference : Consolidated Sales by Industry

(billion JPY)



Mid-term Business Plan Progress

Performance Status of Business Strategy 2018

Key1

Satisfy various customer needs

- Enhancing our fundamental businesses by strengthening our service quality
- Strengthening our service capabilities by utilizing ICT

Key2

Grow with society

- Acquiring demand from Electrical system reform, 'My Number' National I.D. system, temporary welfare benefits.
- Strengthening digital BPO business by establishing a joint venture company with DENTSU INC.

Performance Status of Business Strategy 2018

Key3

Challenge new possibilities

- Focusing on strengthening business in ASEAN area.
- Focusing on developing overseas businesses with existing customers.

Strengthening of Core Competence

- Renovating the ICT platform
- Increasing regionally-based regular employees (up to 200 people)

Relia Group's Automated Platform

Virtual Agent®

Communication agent on the web that uses AI technology utilizing

Relia was selected as a technology partner for IBM Watson Ecosystem Program.

Mobile Select®

Upgrade call center operation efficiency via smartphone

Started the pre-installation of apps by establishing JV company with Sony Mobile Communications Inc.

Relia Voice Cloud

Cloud voice recognition platform

Service started in the 2nd half of FY2015

Service of naturally spoken Interactive Voice-Recognition system for major customer has begun.

Business plan for FY2016

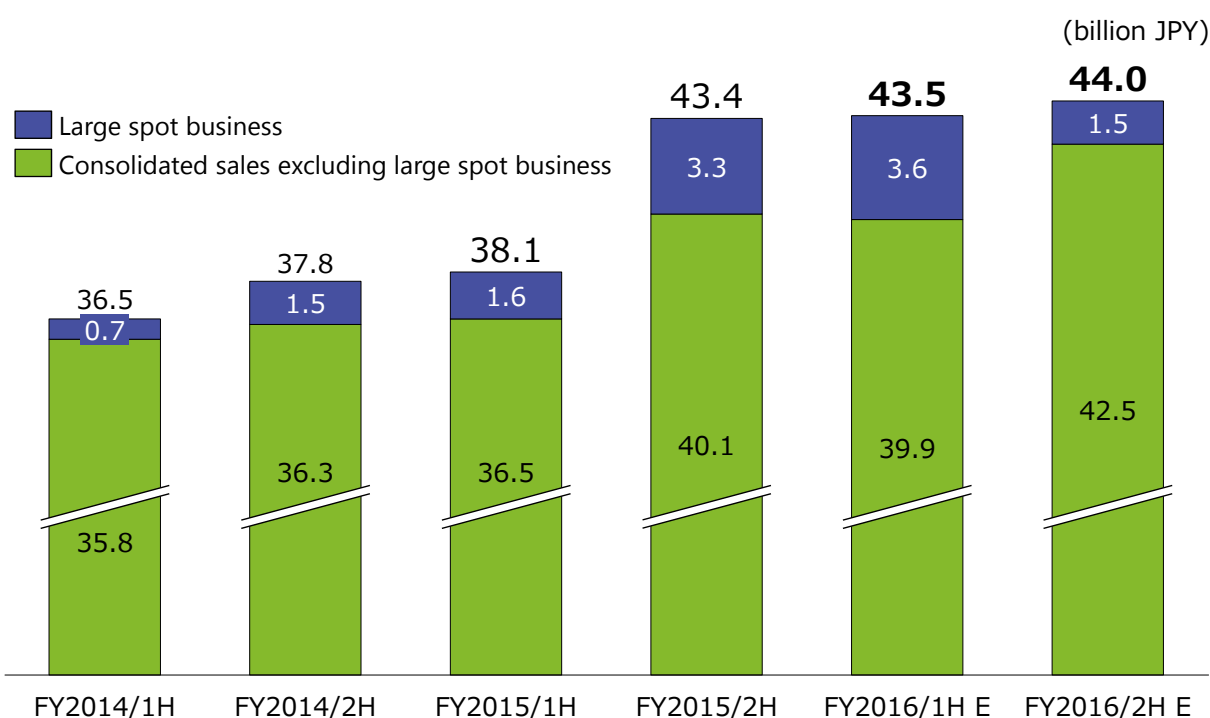
Budget for Fiscal Year 2016 (Consolidated)

- Future demand for outsourcing is expected to continue to increase.
- Spot demand accompanying regulatory and institutional reform is expected in 1st half of FY2016.

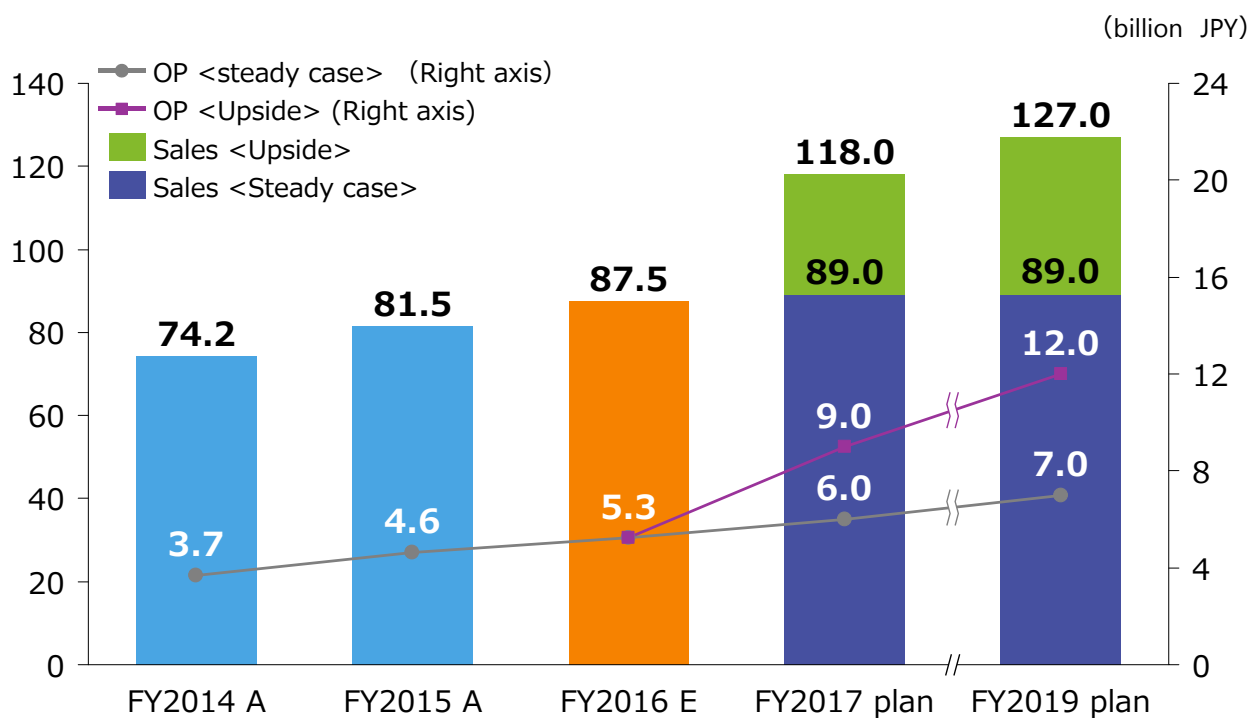
(million JPY)

	Results for the year ended Mar./15	Annual Forecast	Change	% change	Forecast for the 1st half of FY2016
Net Sales	81,500	87,500	+5,999	+7.4%	43,500
Operating income	4,621	5,250	+628	+13.6%	2,600
Ordinary income	4,685	5,250	+564	+12.1%	2,550
Profit attributable to owners of parent	3,101	3,550	+448	+14.4%	1,650

Transition of Consolidated Sales (Forecast)



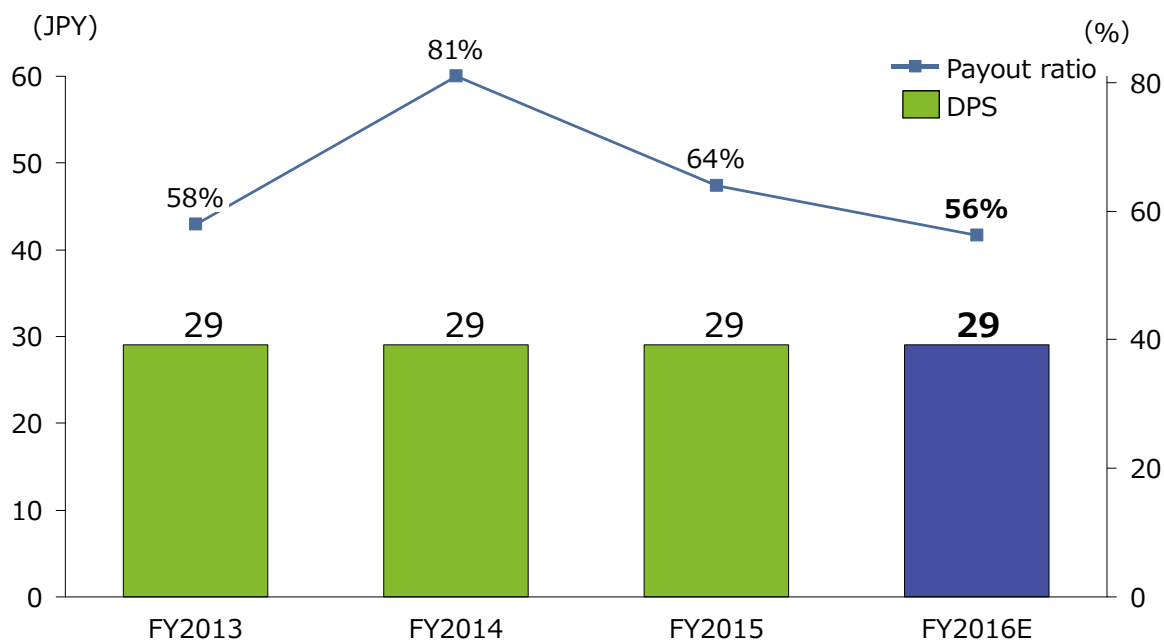
Progress of Mid-term plan



Return to Shareholders

Dividend forecast : Annual : JPY 29 per share
Interim : JPY 14 per share, year-end: JPY 15 per share

Dividend policy : 50% dividend payout ratio
Unless drastic changes occur in the business environment such as large-scale investments



Cautionary Statement

This material contains statements (including figures) regarding Relia, Inc. ("Relia")'s corporate strategies, objectives, and views of future developments that are forward-looking in nature and are not simply reiterations of historical facts. These statements are presented to inform stakeholders of the views of Relia's management but should not be relied on solely in making investment and other decisions. You should be aware that a number of important risk factors could lead to outcomes that differ materially from those presented in such forward-looking statements. These include, but are not limited to, (i) change in economic conditions that may lead to unforeseen developments in markets for products handled by Relia, (ii) fluctuations in currency exchange rates that may cause unexpected deterioration in the value of transactions, (iii) adverse political developments that may create unavoidable delays or postponement of transactions and projects, (iv) changes in laws, regulations, or policies in any of the countries where Relia conducts its operations that may affect Relia's ability to fulfill its commitments, and (v) significant changes in the competitive environment. In the course of its operations, Relia adopts measures to control these and other types of risks, but this does not constitute a guarantee that such measures will be effective.

All rights reserved.