

Account Management for the ClassNK New Log-in System

1. Account Types in the New Log-in System

There are three types of accounts available with the new login method: “Administrator”, “Normal User”, and “Visitor User”. The differences between each are as follows.

[Table 1] Account types of the new log-in system

Permission \ Account Type	Administrator	Normal User	Visitor User
Log-in to Customer Hub	○	○	○
Log-in to NK services	○	○	○
New application for NK service usage	○	—	—
Add(invite), edit, and delete users	○	—	—
Edit user information	○	○*	○*

Administrator

- Account who can log in to each service and system, also have the authority to create and delete accounts as needed for employee onboarding and offboarding, as well as temporarily invite users from external companies engaged in related business.
- A person/people who coordinates internal users, such as HR personnel and IT administrators, is suitable as an Administrator(s). Even if there are no IT administrators, please ensure that at least one management user is set.
- It is also possible to prepare multiple Administrators or change Normal Users to Administrator.

Normal User

- Account who performs business operations utilizing each service and system.
- Select this type for those who do not need administrative user permissions such as adding users.

Visitor User

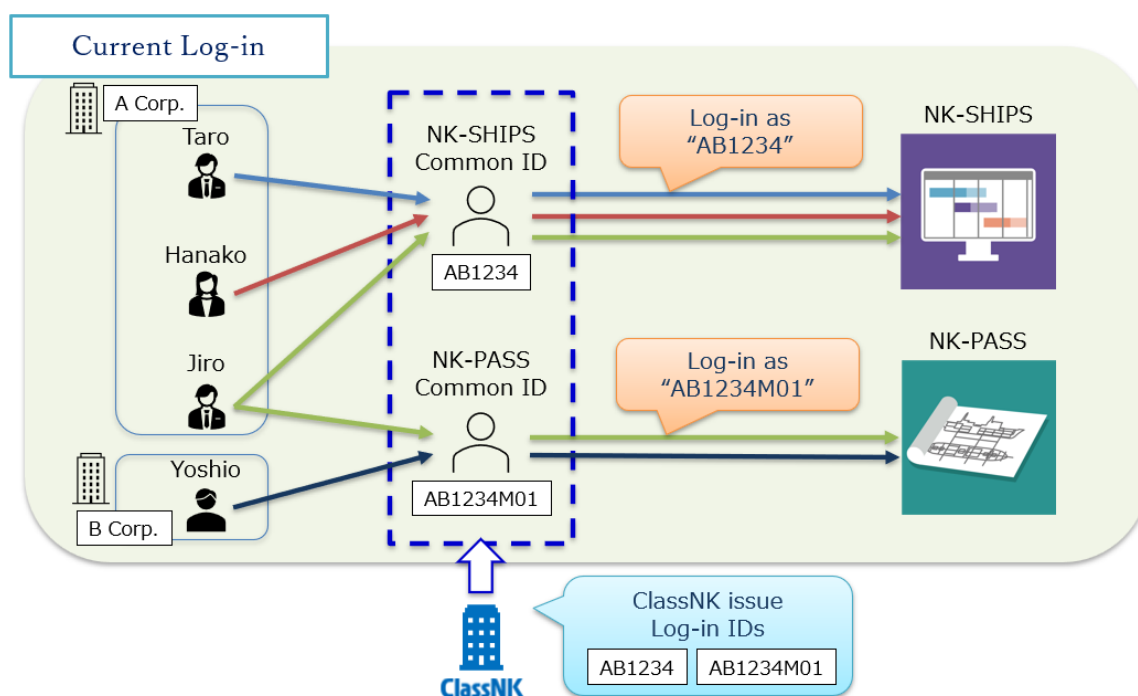
- Account for allowing external companies involved in related operations to temporarily access information about the organization's owned vessels. Unlike Normal Users, the Administrator can specify the services and duration of use that are permitted.
- Select this type for external company's use to grant them access to ship information for a specific period or scope to share information, for example, when ship management company would like to share vessel information with shipowners or insurance companies.

Please note that specific permissions settings may be required depending on the services and systems you use in addition to the ones mentioned above, such as individual shipping management for NK-SHIPS or read-only/edit permissions for NK-PASS. For enquiries about service-specific permissions settings, please contact the respective service or system office.

2. Change in Account Management

I. Differences in Current and New Account Management

In the current log-in system, after you send a new application for service use, NK provided a login ID (mainly 6-digit alphanumeric) from our side. The provided login ID could be used as a shared account by multiple users, including not only the users within the customer's company but also personnel from external companies. Taking A Corp. in the Figure as an example, Taro, Hanako, and Jiro share the log-in ID AB1234 (Figure 1).

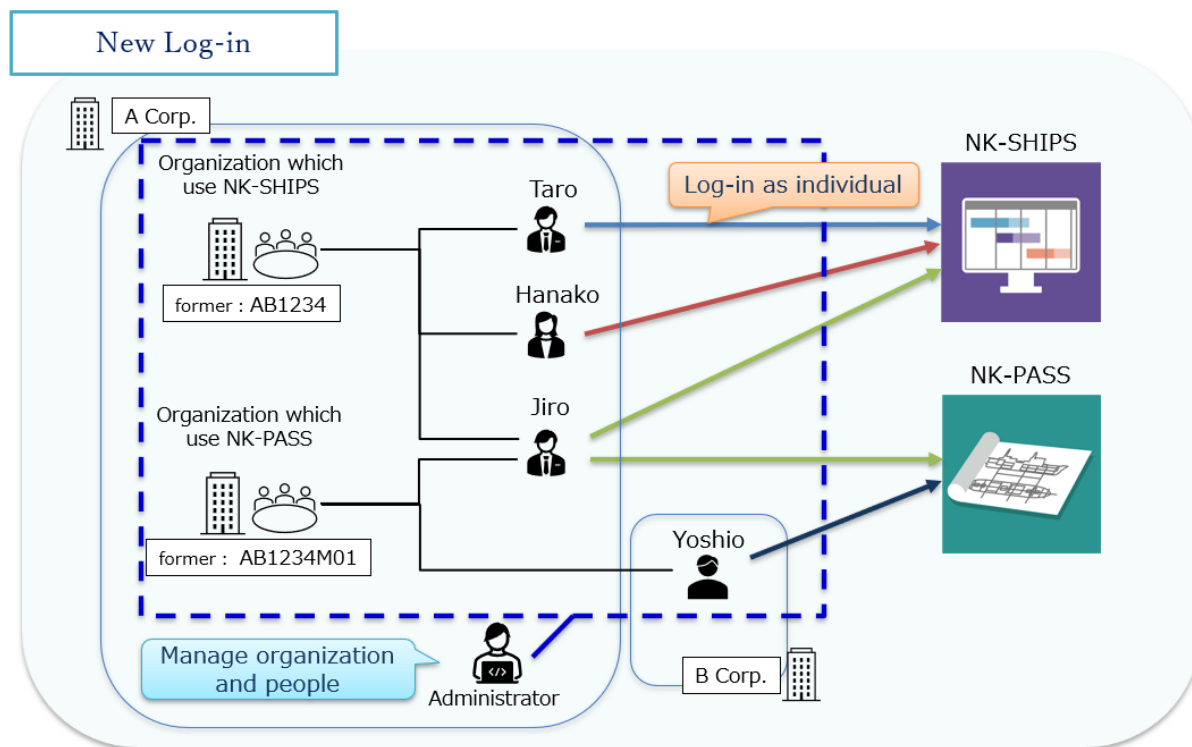


[Figure1] Image of current log-in

In the new log-in system, the log-in ID (6-digit alphanumeric) will change to "a group of people who are eligible to use the service (hereinafter referred to as an organization)." By adding individuals who will use the service to this organization, services such as NK-SHIPS and NK-PASS can be utilized.

In case of A Corp., individuals Taro, Hanako, and Jiro can continue to use the service as before by adding

them as members of the organization that has access to the information of AB1234 with NK-SHIPS (Figure 2).



[Figure 2] Image of new log-in

The differences between the current and new log-in systems are summarized in the table below.

[Table 2] Difference of the current and new log-in system

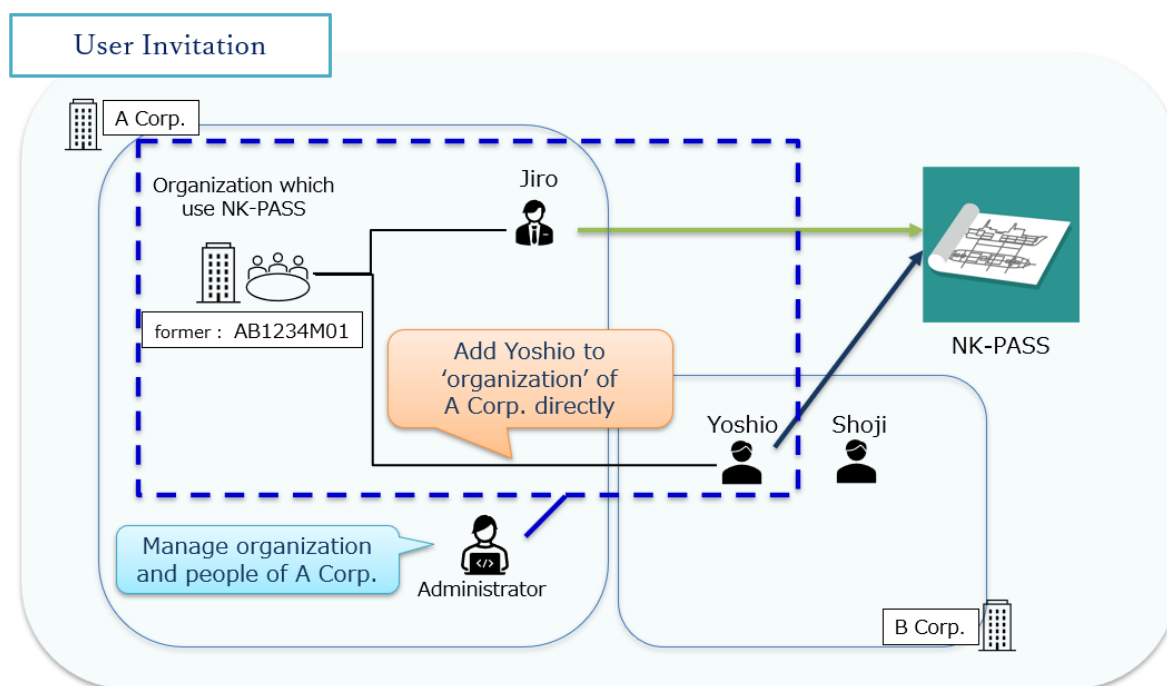
Login ID for the service (application)	
current	One ID per company and service (mainly 6-digit alphanumeric).
new	One ID per each individual (email address).
How multiple people can use the same service	
current	Share the log-in ID among users.
new	Add people to the organization that can use the service.
How external companies can access vessel information	
current	Share the log-in ID with external companies or issue a similar log-in ID from NK.
new	Invite people from external companies to the organization that can use the service.

II. Inviting External Users to the Organization

When external company's users access vessel information that you own using NK services and systems, the new log-in system allows you to invite those individuals to your organization. There are two ways to send an invitation:

- User Invitation : Inviting people from external company individually.
- Organization Invitation : Inviting whole organization of external company.

User Invitation is not significantly different from adding Normal Users. By adding the email addresses of individuals from external company to your organization, you can share the same vessel information with them. However, with User Invitation, you may need to obtain the personal email addresses of individuals from external company, and your company's Administrator will have to add and remove accounts each time there are personnel transfer in the external company.

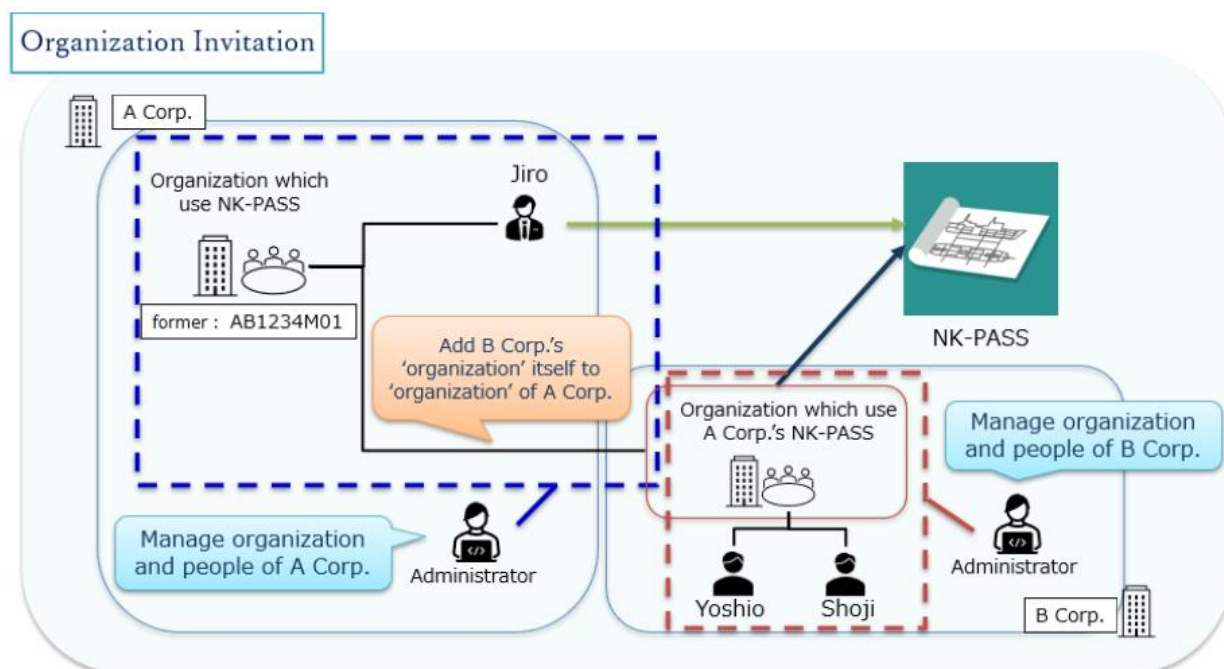


[Figure 3] Image of User Invitation

In Organization Invitation, it is necessary for the external company to prepare organization and ClassNK log-in accounts in advance. You can invite external organization after those preparation. In the example of Figure 4, A Corp. can share vessel information with people from B corp. by inviting the organization of B Corp. without needing to know the individual names of Yoshio and Shoji.

Additionally, the creation of the external company's organization and the addition or removal of members

from the organization will be handled by the Administrator of the external company, so your company's Administrator does not need to manage it.



[Figure 4] Image of Organization Invitation

⚠ Note ⚠

Please note that only User Invitation is possible with pre-registration. Organization Invitation are not supported yet.

Organization Invitation will be available from the management page of ClassNK Customer Hub after switching the log-in system on September 28, 2025.

Please feel free to contact CCH Portal Account Helpdesk via the special website if you have any questions or concerns regarding the above.