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FUJI XEROX RANKED HIGHEST IN J.D. POWER ASIA PACIFIC IT SOLUTION PROVIDER CUSTOMER SATISFACTION STUDY FOR TWO CONSECUTIVE YEARS IN THE DOCUMENT EQUIPMENT SERVICE PROVIDER SEGMENT**HIGH EVALUATIONS FOR SYSTEM INTRODUCTION/CONSTRUCTION,
SYSTEM QUALITY**

TOKYO, October 8, 2013 – Fuji Xerox Co., Ltd. was ranked highest for the second consecutive year in the document equipment service provider segment of the 2013 Japan IT Solution Provider Customer Satisfaction Index StudySM, which was released on September 19 by J.D. Power Asia Pacific, Inc., a global marketing information service company.

Targeting business entities across Japan with 50 or more employees, the 2013 Japan IT Solution Provider Customer Satisfaction Index StudySM surveys the level of their satisfaction with information system introduction/construction service providers. Out of six study factors that influence overall customer satisfaction, Fuji Xerox received the highest scores in four factors; system introduction/construction, system quality, cost, as well as sales representative.

Fuji Xerox is aiming to provide quality solutions and services that meet customers' management challenges including enhancement of their business efficiency and information security, while providing products and customer support worthy of the evaluation.

J.D. Power Asia Pacific conducted this study from June to July as a mail survey, and received 2,187 responses for the document equipment service provider segment.

Fuji Xerox was also ranked highest in J.D. Power Asia Pacific's earlier studies; the 2013 Japan Color Copier Customer Satisfaction Index StudySM and the 2013 Japan Color Printer Customer Satisfaction Index StudySM.

For details, please access the J.D. Power Asia Pacific official site:

<http://japan.jdpower.com/> (Japanese only)

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