

【Constitution Day Special Survey】

Toward a society where everyone has equal access to the law

78.8% expect "ROBOT LAWYER"

—The "Barriers to Legal Advice" on Constitution Day—

Robot Consulting, Inc. (headquartered in Minato-ku, Tokyo; Hidetoshi Yokoyama, Chairman & CEO) conducted a "Survey on Attitude toward Legal Consultations" among 335 men and women aged 20-59 nationwide.

The results revealed that 81.8% had never consulted a lawyer, with the main reasons cited as "uncertainty about fees" and "psychological hurdles.

On the other hand, 51.3% said they "would like to use" and 27.5% said they "would be interested" the soon-to-be-launched AI-based chatbot service (a.k.a. "ROBOT LAWYER") that will allow users to ask legal questions free of charge 24 hours a day.

Expectations for legal tech services, which have the potential to expand access to justice and touchpoints, are rising.

◀SUMMARY▶

- Only 18.3% of respondents who had experienced legal problems had consulted a lawyer.
- Reasons for not consulting an attorney: No. 1 "Cost is too expensive or unclear" (44.6%)
- The first person they consulted was "family or friends" (25.1%) and "law firms" (7.8%).
- 44.3% of respondents prefer to seek legal advice "other than in person".
- Intention to use AI-based legal advice services: 11.9% "very much want to use" and 39.4% "want to use.

【Survey Summary】

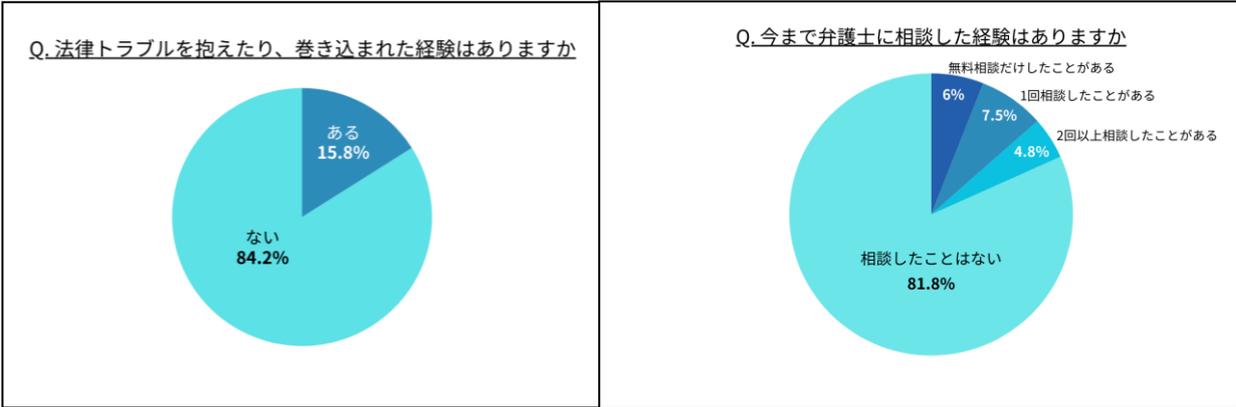
◆Date of survey: April 8, 2025

◆Survey Method : Internet survey

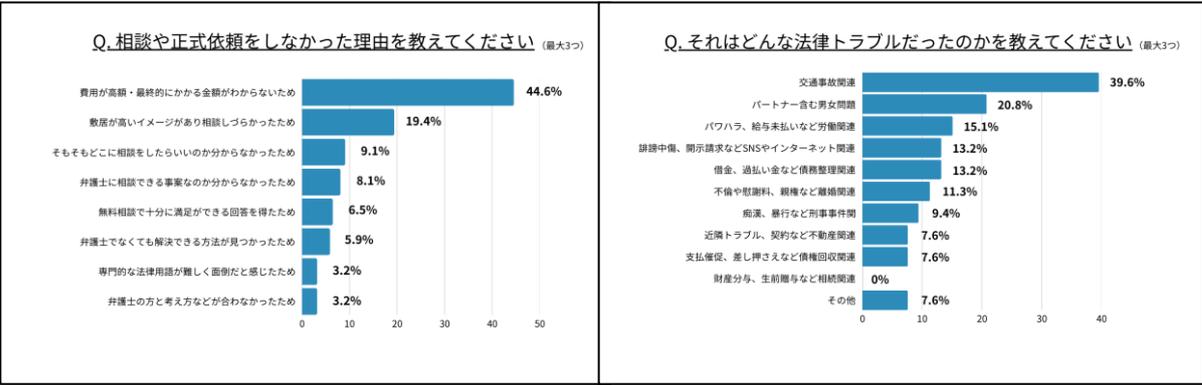
◆Survey target : 335 men and women, aged 20-59, from all over Japan

The survey was conducted via the Internet on April 8, 2025.

【Current Situation】 — About 80% of respondents do not consult a lawyer
 15.8% of all respondents answered that they have had experience with legal problems. However, only 18.2% of them consulted a lawyer.
 Reasons for not consulting a lawyer included psychological hurdles such as "high and unclear legal fees (44.6%)" and "high profile image and difficulty in consulting a lawyer (19.4%)."



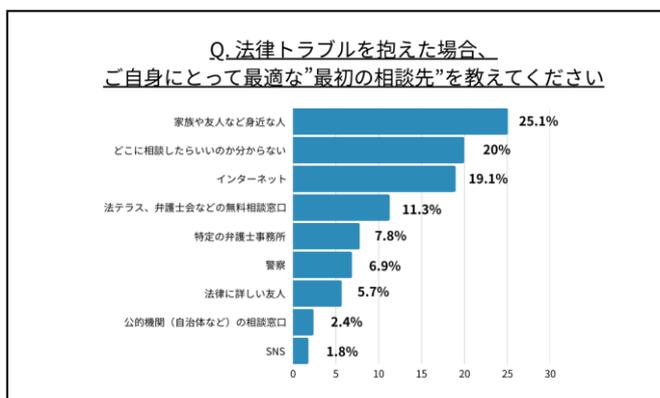
When those who responded that they have had legal problems were asked "What kind of legal problems were they?", the most common answer was "traffic accident-related (39.6%)", followed by "gender issues including partners (20.8%)" and "labor-related such as power harassment and unpaid salaries (15.1%)".



【Consultations】 — Consultations with a familiar person" rather than a legal specialist
 When faced with a legal problem, the most common first contact for advice was "family and friends (25.1%)," while the most common second contact was "free of charge, such as Houterasu."

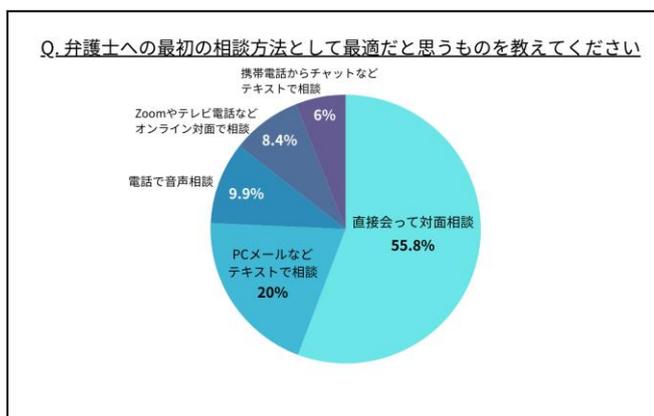
On the other hand, "Free consultation services such as Houterasu (11.3%)" and "Lawyer's office (7.8%)" were used by only around 10% of respondents.

The second most common response was "I don't know where to go for help (20%)," which also highlights the issue of access to justice in the first place.



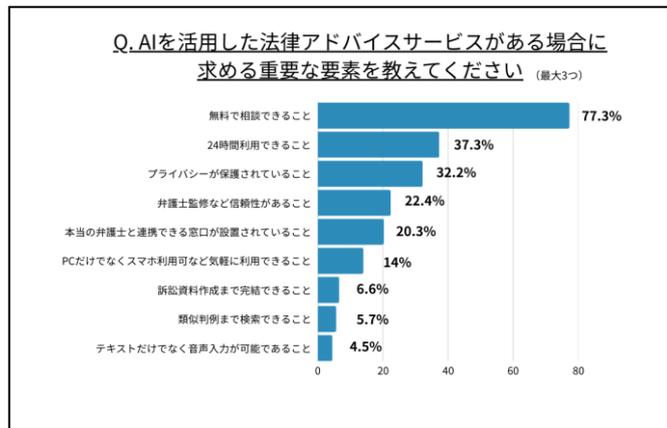
【In the age of "legal consultation = no need for face-to-face meetings"】

The first method of consulting with a lawyer still remains a challenge. The most common method of first consulting with a lawyer was still "in-person" at 55.8%. However, the survey also showed that there is a definite need for non-face-to-face consultations, with respondents choosing to consult via e-mail or chat text on a PC or smartphone (26%), telephone (9.9%), and online face-to-face (8.4%), indicating the need for an environment that makes consultations easier.

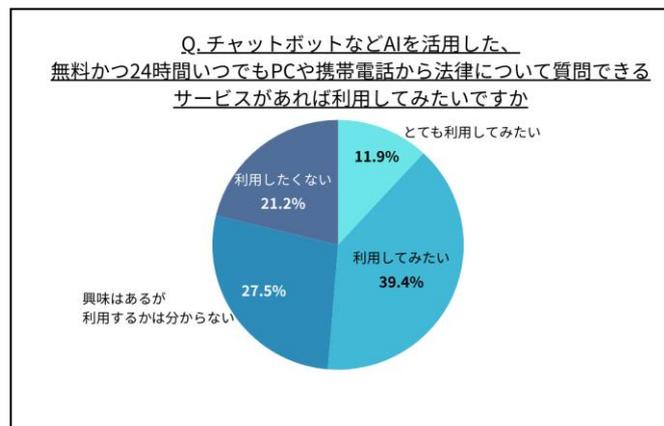


【78% are interested in and want to use chatbot-type "ROBOT LAWYER"】

When AI-based legal advice services are available, the most common response was "free of charge" (77.3%), followed by "24-hour access" (37.3%) and "privacy is protected" (32.2%).



Finally, when asked about their interest in a service that meets the above requirements, 51.3% said they would like to use it. A further 27.5% said they were "interested," indicating a growing interest in AI-based services that can be readily used as a legal consultation option.



【Conclusion】 — AI as a "Gateway" to Ease Hurdles in Accessing Justice

This survey revealed that even in this information society, there are many people who, for various reasons, do not consult with lawyers when faced with legal problems.

However, we have found that there is a possibility that AI-based legal services can lower the major hurdle of "consulting a lawyer first," and that there is a need and interest among consultants.

The chatbot-type "ROBOT LAWYER" which is now under development and available free of charge 24 hours a day, is only a "gateway to legal solutions. Not only does it increase the number of options available to the client, but it can eventually be used in conjunction with human attorneys, making it a means by which everyone can have equal access to the law. It is expected

that technology and professionals will coexist in the future to expand the base of access to justice.

【About Robot Consulting】

Robot Consulting develops and provides AI services that primarily deal with legal tech, based on the philosophy of "democratization of law. Robot Consulting is currently developing AI-based "robot lawyers" including large-scale language models (LLMs), which will provide free advice on legal matters worldwide.