

## **REGULATIONS CONCERNING COMPLAINT PROCESSING**

### **(Purpose)**

**Article 1** The purpose of the Regulations Concerning Complaint Processing (hereinafter referred to as the “Regulations”) is to prescribe matters necessary for filing of complaints by investors and resolving disputes about Self-Offering and Other Transactions (the Self-Offering and Other Transactions set forth in Article 3, Item (9) of the Articles of Association; the same shall apply hereinafter) conducted by a Regular Member and Member Operating Online, and to establish quick and transparent processing of such complaints and disputes from a fair and neutral viewpoint for the purpose of obtaining confidence by investors, thus contributing to the sound development of Type II Financial Instruments Business.

### **(Definitions)**

**Article 2** In the Regulations, the definitions of the terms set forth in each of the following Items shall be prescribed in each Item:

(1) **Complaint**

A request by an investor for a Regular Member or Member Operating Online to take an action based on the responsibility or the liability of such Member regarding Self-Offering and Other Transactions conducted by the member, or an investor’s expression of dissatisfaction with the Member such as a request for compensation for damages incurred by the investor or improvement of an action that has led to such damages.

(2) **Dispute**

A type of Complaint set forth in the preceding Item that cannot be resolved by the parties concerned.

### **(Commission of Tasks)**

**Article 3** The Association shall perform the following tasks by commissioning them to Financial Instruments Mediation Assistance Center (hereinafter referred to as the “Center”):

(1) Informing a Regular Member and Member Operating Online of any Complaint about the business of such Member that has been made by an investor and resolving it;

(2) Conducting a mediation process by mediation members for resolving a Dispute between a Regular Member or Member Operating Online and an investor.

**2.** Notwithstanding the preceding Paragraph, the Association may be involved in the task set forth in the same Paragraph, Item (1).

**3.** In association with conducting the task prescribed in Paragraph 1, the Association may have the Center conduct an administration task for providing consultation to an investor about Self-Offering and Other Transactions.

4. When commissioning the tasks prescribed in Paragraph 1, the Association and the Center shall determine the scope of commissioned tasks for resolving Complaints and mediation, the method of cost sharing, and other necessary matters in a written agreement.

5. In addition to those prescribed in the Regulations, matters necessary for resolving Complaints and mediation that are commissioned to the Center shall be prescribed in the rules of the Center.

**(Promotion of Resolving Complaints and Disputes)**

**Article 4** A Regular Member and Member Operating Online shall cooperate with the operations of the Center and the Association in good faith for the purpose of promoting the resolution of Complaints made by and Disputes with an investor.

**(Cooperation for Resolving Complaints)**

**Article 5** In the case where a Regular Member or Member Operating Online is asked by the Center to explain the situation, express its opinion, answer a question asked by the investor, negotiate with the investor face to face, or report the response to the investor under the rules of the Center for the purpose of resolving Complaints by the investor, it shall cooperate with the Center.

**(Participation in the Mediation Process and Compliance with the Rules of the Center)**

**Article 6** In the case where an investor has asked the Center for mediation based on a written agreement with a Regular Member or Member Operating Online, the Member who is a party of the Dispute shall accept and participate in the mediation conducted by the Center. In such case, the Member concerned shall comply with the rules of the Center in the mediation process.

2. In the case where a Regular Member or Member Operating Online asks the Center for mediation where the investor is the other party, the Member shall comply with the rules of the Center in the mediation process.

**(Dissemination)**

**Article 7** The Association, the Regular Members and Members Operating Online shall make efforts to disseminate the existence and functions of the Center to the public.

2. For the purpose of preventing a similar case from reoccurring, the Association and the Center shall disseminate, through the Regular Members and Members Operating Online, a summary of actions taken for resolving Complaints and mediation processes that are conducted by the Center, except for the confidential information of the parties concerned.

**(Request for Necessary Measures)**

**Article 8** Regarding the Center's task for resolving Complaints and Disputes, in the case where the Association receives a request from the Center to take necessary measures for a specific Regular Member or Member Operating Online in light of compliance with the Laws and Regulations by such Member, it shall conduct an investigation of the Member concerned, such as a hearing.

**(Report of Compliance with the Regulations by Regular Members and Members Operating Online)**

**Article 9** Regarding the Center's task for resolving Complaints and Disputes, the Association may receive a report from the Center about Compliance with the Laws and Regulations and the rules of the Center by a specific Regular Member or Member Operating Online.

**(Establishment of System for Resolving Complaints by Investors and Disputes)**

**Article 10** The Regular Members and Members Operating Online shall make efforts to resolve Complaints filed by an investor and Disputes with an investor properly by establishing an internal system such as designating a division in charge of handling Complaints and Disputes.

**SUPPLEMENTARY PROVISION 【Omitted】**

(Note 1) This rule is based on the May 29, 2015 edition of the original Japanese text.

(Note 2) This translation is solely for the convenience of those interested therein, and accordingly all questions that may arise with regard to the meaning of the words or expressions herein shall be dealt with in accordance with the original Japanese text.