

Customer Inquiries and Complaints

Customer inquiries and complaints may be made to Macquarie Capital Securities (Japan) Limited. Please contact the sales person in charge or use the following contact details.

Macquarie Capital Securities (Japan) Limited

- **Address:** The New Otani Garden Court, 4-1 Kioi-cho, Chiyoda-ku, Tokyo 102-0094
- **Telephone:** 03-3512-7864 (Compliance Department)
- **Reception hours:** 9 : 00~17 : 00 (Excluding weekends, public holidays, and the year-end/new year holiday)

Customer inquiries and complaints via the following organization, which has been commissioned by the Japan Securities Dealers Association, the Financial Futures Association of Japan and Japan Investment Advisers Association to mediate client complaints.

Financial Instruments Mediation Assistance Center (FINMAC)

- **Address:** Daini Shoken Kaikan, 2-1-1 Kayaba-cho, Nihombashi, Chuo-ku, Tokyo 103-0025
- **Telephone:** 0120-64-5005
- **Reception hours:** 9 : 00~17 : 00 (Excluding weekends, public holidays, and the year-end/new year holiday – between December 31st and January 3rd)

Customer inquiries and complaints regarding the money lending business, please contact the following organization.

Japan Financial Services Association

- **Address:** 2F Futaba Takanawa Bldg, 3-19-15 Takanawa, Minato-ku, Tokyo 108-0074
- **Telephone:** 03-5739-3861
- **Reception hours:** 9 : 00~17 : 00 (Excluding weekends, public holidays, and between December 29th and January 4th)