



BNY MELLON

### **Financial ADR System Client Claim Dispute Handling Policies**

The Bank of New York Mellon Securities Company Japan Ltd would work for quick and transparent solution on client claim and dispute on a standpoint of enhancing client protection. These policies are to set out practical measures and basic principle on claim or dispute from investors and clients.

In case when there is an approach of claim or dispute from investor or client, a staff in charge of client claim or dispute handles to make the best effort for solution.

When investor or client cannot accept our solution, we could introduce the following Consultation/Dispute Resolution Centers for highly transparent resolution on a neutral and impartial ground.

- Securities/Financial Products Counseling Mediation Center (NPO to receive comments and claims on Financial Instruments.)

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Telephone: 0120-64-5005 or FAX : 03-3669-9833