



External institutions for complaint handling and dispute resolution

Our client can use below External Institutions for complaint filing or dispute resolution. Below “complaints” include disputes as well as complaints.

BNP Paribas Tokyo Branch

Classification of Complaints	Name of External Arbitration Institutions to use	Phone Number
Complaints regarding Banking Businesses	Japanese Bankers Association (as Designated Arbitration Institution)	0570-017109 or 03-5252-3768
Complaints regarding the businesses of registered financial institutions and all the other businesses practiced by the Bank	Japanese Bankers Association (as External arbitration institution)	0570-017109 or 03-5252-3768
	Specified Nonprofit Corporation Financial Instruments Mediation Assistance Center (FINMAC)	0120-64-5005
Complaints regarding any work performed by us other than those provided in the above	No external arbitration institution is not used (Contact: Compliance Department)	03-6377-1480

Contact information of the Japanese Bankers Association:

Website: <http://www.zenginkyo.or.jp/adr/>

Phone: 0570-017109 or 03-5252-3768

Hours: 9:00 – 17:00, Monday - Friday (closed on holidays and bank holidays)

**BNP Paribas Securities (Japan) Limited**

Classification of Complaints	Name of External Arbitration Institutions to use	Phone Number
Complaints regarding Type-I Financial Instruments Business	Specified Nonprofit Corporation Financial Instruments Mediation Assistance Center (FINMAC)	0120-64-5005
Complaints regarding Market Derivatives among Type-II Financial Instruments Business	The Financial Futures Association of Japan	0120-64-5005
Complaints regarding Type-II Financial Instruments Business other than Market derivatives	Type II Financial Instruments Firms Association	0120-64-5005
Complaints regarding Money Lending Business	Japan Financial Services Association	03-5739-3861
Complaints regarding Insurance Brokerage Business	Insurance Ombudsman Association	03-5425-7963
Complaints regarding any work performed by us other than those provided in the above (including but not limited to Investment Advisory and Agency Business)	No external arbitration institution is not used (Contact: Compliance Department)	03-6377-1480

* Financial Futures Association of Japan and Type II Financial Instruments Firms Association outsource the works relating to resolution of Complaints, etc. to Specified Nonprofit Corporation Financial Instruments Mediation Assistance Center (FINMAC).

* The contact information of FINMAC

Address:

Tokyo Office: Dai-2 Shoken Kaikan, 2-1-1, Nihonbashi Kayabacho, Chuo-ku, Tokyo 103-0025

Osaka Office: Osaka Heiwa Bldg, 1-5-5, Kitahama, Chuo-ku, Osaka 541-0041

Phone: 0120-64-5005 (toll free)

Hours: 9:00-17:00, Monday-Friday

* An application to Insurance Ombudsman Association (<https://www.hoken-ombs.or.jp/>) must be only in Japanese by its rules.