

Complaint/Conflict Resolution Procedures

JSLP resolves complaints and conflicts regarding financial instruments business (investment management) through the Investment Trusts Association in line with laws, regulations, etc.

The Investment Trusts Association handles complaint and conflict resolution through the Financial Instruments Mediation Assistance Center, a non-profit organization. Therefore the contact information for complaints or conflict resolution regarding JSLP's financial instruments business is as follows:

Financial Instruments Mediation Assistance Center

Address: 2-1-1 Kayabacho, Nihonbashi, Chuo-ku, Tokyo 103-0025

TEL: 0120-64-5005 (toll-free in Japan)

(Mon to Fri: 9:00 to 17:00 Japan Standard Time, excluding holidays, etc.)