

Contact of complaints etc

If for any reason you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible. Please contact your customer service or the department concerned. You can also write from [here](#).

List of major external bodies which provide financial Alternative Dispute Resolution procedures or similar services

Name of Institutions	Services for complaints and disputes	Address	Contact	Main points of complaint handling procedures	Main points of dispute resolution procedures	In detail, please see the below links
Japanese Bankers Association (JBA)	Consultation, complaints handling and mediation for banking services in general	3-1, Marunouchi 1-chome, Chiyoda-ku, Tokyo, 100-8216	JBA Customer Relations Center Phone 0570-017109, or 03-5252-3772	Consultation fee :Free Staff: Staff of Consultation Room Contact methods: Phone, visit, and in writing (email is not accepted)	Filing fee : Free Mediator: <i>Bengoshi</i> (Lawyer), Academic, Specialist in Consumer Problem, Staff of JBA etc Standard Period:	http://www.zenginkyo.or.jp/adr
Financial Instruments Mediation Assistance Center (FINMAC)	Consultation, complaints handling and mediation for the business under Financial Instruments and Exchange Act (Type I, Type II, Investment Advisory and Agency, Investment Management, and Banks securities related business)	1-13, Nihombashi Kayabacho 2-chome, Chuo-ku, Tokyo 103-0025	Phone 0120-64-5005 Facsimile 03-3669-9833	Consultation fee :Free Staff: Staff of FINMAC Contact methods: Phone, website, and facsimile	Filing fee: JPY2,000 to 50,000, depending on the amount claimed Mediator: <i>Bengoshi</i> (Lawyer) Standard period: Within 4 months	http://www.finmac.or.jp
The Life Insurance Association of Japan	Complaints and dispute resolution of life insurance business	3rd floor, Shin-Kokusai Building, 4-1 Marunouchi 3-chome, Chiyoda-ku, Tokyo 100-0005	Life Insurance Consultation Office Phone 03-3286-2648	Consultation fee :Free Staff: Staff of Life Insurance Consultation Office Contact methods: Phone, visit (to visit local offices, pre-advice is necessary), and in writing	Filing fee: Free Mediator: : <i>Bengoshi</i> (Lawyer), Consumer Affairs Specialist, Staff of Life Insurance Consultation Center Standard Period: 4 months	http://www.seiho.or.jp/contact/guide.html
Japan Financial Services Association (industry association of money lending business)	Complaints and dispute resolution of money lending business	2 nd floor, Futaba Takanawa Building 2F, 19-15, Takanawa 3-chome, Minato-ku, Tokyo, 108-0074	Money Lending Business Consultation and Disputes Resolution Center Phone 03-5739-3861	Consultation fee :Free Staff: Staff of Money Lending Business Consultation and Disputes Resolution Center Contact methods: In writing Standard Period: Within 3 months	Filing fee: JPY2,000 to 50,000, depending on the amount claimed Mediator: <i>Bengoshi</i> (Lawyer) etc Standard Period: 6 months	http://www.j-fsa.or.jp/
Japan Consumer Credit Association	Consultation and complaints for credit card	6 th floor, Sumisei Nihombashi Koami-cho Building, 14-1, Nihombashi Koami-cho, Chuo-ku, Tokyo 103-0016	Consumer Consultation Room Phone 03-5645-3361	Consultation fee :Free Staff: Advisory Specialist for Consumers' Affairs Contact Methods: Phone, and website		http://www.j-credit.or.jp/customer/consult/index.html
Financial Services Agency, Counseling Office for Financial Services Users	Opinion, requests, information Inquiry consultation	3-2-1 Kasumigaseki Chiyoda-ku Tokyo, 100-8967 THE CENTRAL	Counseling Office for Financial Services Users Phone 0570-016811, or	Consultation fee :Free Staff: Designated staff Contact Methods: Phone, website, facsimile, and post mail		http://www.fsa.go.jp/receipt/soudansitu/index.html

		COMMON GOVERNMENT OFFICES No. 7	03-5251-6811 Facsimile: 03-3506-6699			
Bar Associations	Legal Consultation	For detail, please ask each Bar Association	Legal Consultation Center	Consultation fee : (example) In most cases, JPY5250-/30minutes handled by Tokyo Bar Associations Staff: Staff of bar association or <i>Bengoshi</i> (Lawyer) Contact : Phone		http://www.nichibenren.or.jp/ja/legal_aid/consultation/52/tokyo.html
	Mediation and Arbitrage		Mediation Center, Dispute Resolution Center		Filing fee: (example) JPY10,500-/case Mediator: <i>Bengoshi</i> (Lawyer) (other specialist may join the procedure) Center selects from the list of candidates. Standard period: average 96days in 2008 from filing to resolution	http://www.nichibenren.or.jp/ja/legal_aid/consultation/houritu7.html
Japan Legal Support Center	Provision of information on the legal system and counseling organizations or groups Information at no charge, of legal consultation at no charge, and of advances fees for <i>Bengoshi</i> (lawyers) and judicial scriveners	Offices	Phone 0570-0783374 or 03-6745-5600	Consultation fee : free (free consultation and advances are only available to people with the certain income or lower) Staff: Staff of Japan Legal Support Center Contact methods: Phone, post mail, and visit		http://www.houterasu.or.jp/en/
Local Consumer Center	Consultation and mediation	Offices	Phone 0570-064-370 (This Consumer Hotline will provide information of nearest Consumer Center)	Consultation fee : free Staff: mainly, Consumers Affairs Specialist Contact methods: Phone (in some offices, you may visit)	Filing fee: - Mediator: Consumers Affairs Specialist (providing advices, supports, and coordination to facilitate voluntary settlement) Standard period:-	http://www.kokusen.go.jp/map/index.html
National Consumer Affairs Center of Japan	Consultation, mediation, facilitation of settlement, and arbitrage	13-22, Takanawa 3-chome, Minato-ku, Tokyo, 108-8602	Complaints: Consultation Dept. Phone 03-3446-0999 Dispute resolution: Secretariat of Dispute Resolution Committee Phone 03-5475-1979	Consultation fee : free Staff: mainly, Consultants Contact methods: Phone and in writing	Filing fee: Free Mediator: Committee or special committee who has specialty in law, products or services Standard period: Efforts will be made to complete process within 4 months.	http://www.kokusen.go.jp/adr/hunsou/index.html

1. This table is not intended to be exhaustive.
2. Indicated costs do not include your communication charges, transport expense, lawyer fee, interpreter expense, translation fees etc. Some bodies only provide services only in Japanese language.
3. There are certain types of complaints and disputes which may not be handled by those bodies.
4. For detail, please make sure to directly contact each individual institution.