

## **Complaint Processing Measures and Dispute Resolution Measures**

KFM conducts complaint processing measures and dispute resolution measures concerning financial instruments businesses (Investment Management Businesses and Type II Financial Instruments Businesses) in accordance with the applicable laws and regulations. (1) Investment Management Business

KFM is a member of Investment Management Association of Japan which will resolve complaints and disputes through procedures which comply with the provisions of the Financial Instruments and Exchange Act.

### **(2) Type II Financial Instruments Business**

The Specified Non-profit Organization Financial Instruments Mediation Assistance Center will resolve complaints and disputes through the complaint processing procedures or mediation implemented in accordance with the provisions of the Financial Instruments and Exchange Act.

KFM is a member of Investment Management Association of Japan which outsources their complaint processing and dispute resolution operations to the Specified Non-profit Organization Financial Instruments Mediation Assistance Center. Therefore, to consult about complaints and mediation of dispute resolution concerning KFM's Financial Instruments Businesses described in (1) and (2) above, the point of contact is:

Specified Non-profit Organization

Financial Instruments Mediation Assistance Center (FINMAC)

Location: Daini Shoken Kaikan Building, 2-1-1 Nihonbashi-kayabacho, Chuo-ku, Tokyo 103-0025 Japan

Phone: 0120-64-5005 (toll-free, domestic only)

(open from Monday to Friday 9:00 to 17:00 Japan Standard Time, excluding national holidays)