

Contact information for complaints and consultations

KIP responds properly and promptly to all complaints and consultations from customers and others with the aim of achieving a mutual understanding. We have established the following system to reach resolutions concerning complaints and other disputes.

1. Contact for complaints and consultations

For complaints and consultations about KIP's business operations

Contact Information

Kenedix Investment Partners, Inc. Compliance Division

Address: 2-1-6 Uchisaiwaicho, Chiyoda-ku, Tokyo 100-0011

Telephone: 03-5157-6085 (10:00 a.m. to 5:00 p.m., weekdays)

2. Resolution of complaints and other disputes about the financial instruments business

In addition, using the Compliance Division to deal with complaints, customers and others can use the following organizations to seek resolutions for complaints and other disputes involving the financial instruments business as prescribed by laws and regulations (investment management business, investment advisory and agency business, and type II financial instruments business).

(1) Investment management business, investment advisory and agency business

KIP is a member of the Investment Management Association of Japan. This association will assist with resolving complaints and other disputes by using a procedure stipulated in the Financial Instruments and Exchange Act.

(2) Type II financial instruments business

KIP is a member of the Type II Financial Instruments Firms Association. This association will assist with resolving complaints and other disputes by using a procedure stipulated in the Financial Instruments and Exchange Act.

The Investment Management Association of Japan and Type II Financial Instruments Firms Association outsource activities to resolve complaints and other disputes to the Financial Instruments Mediation Assistance Center, which is a specified non-profit corporation. Consequently, the following contact information should be used for assistance to resolve complaints and other disputes concerning the financial instruments business involving either of (1) or (2) above.

Financial Instruments Mediation Assistance Center

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

Telephone: 0120-64-5005 (9:00 a.m. to 5:00 p.m., weekdays)