

Information on Complaint Handling and Dispute Resolution

Loadstar Capital K.K. (“We”) shall resolve any customer complaints related to Type II Financial Instruments Business in a fair and prompt manner. Complaints should be sent by e-mail or post to the following address.

Complaints

1. Contact Information

Loadstar Capital K.K.
Legal & Compliance Department
Prime Ginza Yanagidori Building 7F, 1-9-13 Ginza, Chuo-ku, Tokyo, 104-0061, Japan
E-Mail : kujo@loadstarcapital.com

2. Standard Process for Complaint Resolution

- (1) Receive complaints, etc. from a customer to the above address.
- (2) Interview our staff and discuss possible measures to resolve the complaints.
(With involvement of Compliance Officer and/or external attorneys).
- (3) Respond to the customer with proposed measures and resolve the complaints.

Dispute Resolution Measures

In addition to the above, we shall resolve complaints and disputes related to Type II Financial Instruments Business through Financial Instruments Mediation Assistance Center (“FINMAC”). This center is delegated the service regarding the resolution of complaints from Type II Financial Instruments Firms Association, of which we are a member, and takes complaints from customers. Complaints may also be filed through this center.

Contact Details

Financial Instruments Mediation Assistance Center (FINMAC)

Tel: 0120-64-5005 (Toll-free)