
Complaint Handling and Dispute Resolution Measures

Our company has established “Regulations on Handling of Complaint, etc.” in accordance with the provisions of laws and regulations, and strives to respond sincerely and promptly to complaints and disputes, etc. from customers.

If you have any complaints, etc., please contact us at the following contact desk.

1. Contact desk for complaints, etc. of our company

Vortex Investment Advisors Ltd. Compliance Department
Address: Iidabashi Grand Bloom 23F, 2-10-2, Fujimi, Chiyoda-ku, Tokyo, 102-0071
Tel: 03-3221-3300 Fax: 03-3239-7337
Email : kujo-sodan@vortex-ia.com
Reception hours : 10:00~17:00
(excluding Saturdays, Sundays, holidays and holidays of our company)

2. Use of external organizations based on the Financial Instruments and Exchange Act

We resolve disputes through conciliation conducted by the Financial Instruments Mediation Assistance Center (FINMAC), a specified non-profit organization. This center has been commissioned by the Type II Financial Instruments Firms Association and the Investment Management Association of Japan(IMAJ), both of which are associations where we hold membership, to conduct conciliation services, and conciliation procedures are carried out by conciliation commissioners. If you wish to use this center to resolve a dispute with us, please contact the following office.

Corporation engaging in specified non-profit activities, Financial Instruments Mediation Assistance Center (FINMAC)

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

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

Reception hours: 9:00~17:00 (excluding Saturdays, Sundays, holidays, etc.)

End
