



## SMFG Accounting and Auditing Hotline/ Designated Dispute Resolution Agencies

### SMFG Accounting and Auditing Hotline

Reports may be submitted by regular mail or e-mail to the following addresses.

Mailing address:

**SMFG Accounting and Auditing Hotline  
Iwata Godo Attorneys and Counselors at Law  
10th floor, Marunouchi Building  
2-4-1, Marunouchi, Chiyoda-ku, Tokyo 100-6310**

E-mail address:

**smfghotline@iwatagodo.com**

\* The hotline accepts any alerts of inappropriate activities concerning accounting and auditing at SMFG or its consolidated subsidiaries.

\* Anonymous reports are also accepted; however, if possible, providing personal information such as your name and contact information would be appreciated and helpful.

\* Please provide as much detail as possible for such inappropriate activities. An investigation may not be feasible if adequate information is not provided.

\* Personal information will not be disclosed to any third parties without your consent, unless such disclosure is required by law.

### Designated Dispute Resolution Agencies

For the handling of any complaints received from and conflicts with our clients, SMBC has executed agreements, respectively, with the Japanese Bankers Association, a designated dispute resolution agency under the Banking Act, and the Trust Companies Association of Japan, a Designated Dispute Resolution Organization under the Trust Business Act and Act on Provision, etc. of Trust Business by Financial Institutions and the specified non-profit organization of "Financial Instruments Mediation Assistance Center," one of "Designated Dispute Resolution Agencies" under the Financial Instruments and Exchange Act.

Japanese Bankers Association:

Contact information: Consultation office,  
Japanese Bankers Association

Telephone numbers: (Japan) 0570-017109 or 03-5252-3772

Business hours: Mondays through Fridays  
(except public and bank holidays)  
9:00 am to 5:00 pm

Trust Companies Association of Japan:

Contact information: Consultation office, Trust Companies  
Association of Japan

Telephone numbers: (Japan) 0120-817335 or 03-6206-3988

Business hours: Mondays through Fridays  
(except public and bank holidays)  
9:00 am to 5:15 pm

Financial Instruments Mediation Assistance Center

Contact information: Financial Instruments Mediation  
Assistance Center

Telephone numbers: (Japan) 0120-64-5005

Fax: (Japan) 03-3669-9833

Business hours: Mondays through Fridays  
(except public and bank holidays)  
9:00 am to 5:00 pm