

Compliance contacts

Internal control and audit hotline

A system designed for reporting questionable accounting or auditing matters

Reporting items: Mizuho Financial Group has established a hotline to receive reports from in and outside the company in connection with problems concerning internal control and audits of accounts and financial reports.

Contact point: This hotline has been established within an external law office. Reports can be made via postal mail or email.

Postal mail: 12th Floor, Kasumigaseki Bldg.,
Kasumigaseki 3-2-5, Chiyoda-ku, Tokyo
100-6012
Mizuho Accounting Hotline, c/o Daiichi
Fuyo Law Office

Email: kaikei-mizuho@daiichifuyo.gr.jp

- When a report is received concerning the reporting items stipulated above, Mizuho Financial Group will make a reasonable effort to investigate the facts behind the information received and report back on the results.
- Anonymous tips are also acceptable, but there are cases where it will not be possible to fully satisfy the intentions behind such tips owing to constraints on investigations and the inability to report back.
- Information on persons making such reports is not disclosed to third parties other than the group companies except in cases where the assent of the person in question has been obtained or such disclosure is required under laws and ordinances.

Approaches to financial alternative dispute resolution (ADR)

In order to deal expeditiously, fairly, and appropriately with complaints and other feedback from customers, Mizuho Bank and Mizuho Trust & Banking have concluded a contract for the implementation of dispute resolution procedures with the Japanese Bankers Association, which is a designated dispute resolution institution as defined in Japan's Banking Act. Mizuho Trust & Banking has also concluded a contract for the implementation of dispute resolution procedures with the Trust Companies Association of Japan, which is a designated dispute resolution institution as defined in Japan's Trust Business Act and Act on Engagement in Trust Business by Financial Institutions. In addition, Mizuho Securities has concluded a contract for the implementation of dispute resolution procedures with the Financial Instruments Mediation Assistance Center, which is a designated dispute resolution institution as defined in Japan's Financial Instruments and Exchange Act.

The designated dispute resolution institution takes the steps toward resolution from a fair and neutral perspective in cases where the solutions to customers' complaints adopted by our group companies are not accepted.

The designated dispute resolution institution as defined in Japan's Banking Act with which Mizuho Bank and Mizuho Trust & Banking have contracted

The Designated Dispute Resolution Institution:

Japanese Bankers Association

Contact: Japanese Bankers Association Customer Relations Center

Tel: +81-(0)3-5252-3772

The designated dispute resolution institution as defined in Japan's Trust Business Act and Act on Engagement in Trust Business by Financial Institutions with which Mizuho Trust & Banking has contracted

The Designated Dispute Resolution Institution:

Trust Companies Association of Japan

Contact: Trust Consultation Center of the Trust Companies Association of Japan

Tel: +81-(0)3-6206-3988

The designated dispute resolution institution as defined in Japan's Financial Instruments and Exchange Act with which Mizuho Securities has contracted

The Designated Dispute Resolution Institution:

Financial Instruments Mediation Assistance Center

Contact: Financial Instruments Mediation Assistance Center consultation center

Tel: +81-(0)120-64-5005 (within Japan only)