

## ► 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 organization for banking services 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 organization 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 organization as defined in Japan's Financial Instruments and Exchange Act.

The designated dispute resolution organization 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 organization for banking services as defined in Japan's Banking Act with which Mizuho Bank and Mizuho Trust & Banking have contracted**

##### **Designated Dispute Resolution Organization for Banking Services:**

Japanese Bankers Association

**Contact:** Japanese Bankers Association Customer Relations Center

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

#### **The designated dispute resolution organization 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 organization:**

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 organization as defined in Japan's Financial Instruments and Exchange Act with which Mizuho Securities has contracted**

##### **The Designated Dispute Resolution organization:**

Financial Instruments Mediation Assistance Center

**Contact:** Financial Instruments Mediation Assistance Center consultation center

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