

Implementation Status of Dispute Resolution Business in FY 2011

Non-Profit Organization
Financial Instruments Mediation Assistance Center
(FINMAC)

1. Trend of Dispute Resolution Business Carried Out by FINMAC

(1) Status of Mediation, Complaint Handling, and Consultation

The number of cases of dispute resolution, etc. handled in FY 2011 (from April 1, 2011 to March 31, 2012) is as follows: mediations (467), complaints (1,530), and consultations (6,626).

(Unit: 1 case)

	Mediation	Complaint	Consultation
FY 2011	467	1,530	6,626
FY 2010	309	1,190	7,017

* Each figure shows the total number of cases of mediation, complaint, and consultation accepted by FINMAC, respectively. The unit of the figure is 1 case; the same applies hereinafter unless otherwise specified.

For your reference, the number of cases of dispute resolution, etc., handled by five associations before FINMAC was entrusted with the business (FY 2009 (from April 1, 2009 to January 31, 2010)) is as follows: mediations (183), complaints (1,093), and consultations (6,001). The total number of cases calculated by simply adding the number of cases handled by these five associations and the number of cases handled by FINMAC after February 2010 is as follows:

[Reference: Total number of cases handled by five associations in FY 2008 and FY 2009]

	Mediation	Complaint	Consultation
FY 2009 (including cases accepted by FINMAC)	221	1,291	7,660
FY 2008	294	1,331	9,059

(Note 1) With respect to FY 2008 and FY 2009, the total number of cases is calculated by simply adding each number of cases handled by five associations (Japan Securities Dealers Association; The Investment Trusts Association, Japan; Japan Securities Investment Advisers Association; The Financial Futures Association of Japan; and Japan Commodities Fund Association). (The Japan Commodities Fund Association was dissolved at the end of February 2011.)

(Note 2) With respect to FY 2009, the total number of cases is calculated by adding the number of cases accepted by five associations from April 2009 to January 2010 and the number of cases accepted by FINMAC from February 2010 to March 2010.

(2) Breakdown by Business Operators

The number of cases handled by the business operators in FY 2011 (from April 1, 2011 to March 31, 2012) is as follows:

	Mediation		Complaint		Consultation	
	FY 2011	FY 2010	FY 2011	FY 2010	FY 2011	FY 2010
Self-Regulatory Organizations Affiliate Business Operators	459	269	1,503	1,139	4,887	4,679
Specified Business Operators	8	40	18	50	77	28
Others	0	0	9	1	1,662	2,310
Total	467	309	1,530	1,190	6,626	7,017

(Notes)

Self-Regulatory Organizations Affiliate Business Operators: Members of five associations

Specified Business Operators: Type II Financial Instruments Business Operators, etc. who have individually registered to use FINMAC

(3) Breakdown by Self-Regulatory Organizations Affiliate Business Operators (members of five associations)

The number of cases handled by each Self-Regulatory Organizations Affiliate Business Operator (members of five associations) in FY 2011 (from April 1, 2011 to March 31, 2012) is as follows. Many of the mediations, complaints, and consultations are related to the members of the Japan Securities Dealers Association. In addition, the number of mediations and complaints related to the members of The Financial Futures Association of Japan is increasing, and are mainly related to currency option trading.

	Mediation		Complaint		Consultation	
	FY 2011	FY 2010	FY 2011	FY 2010	FY 2011	FY 2010
Japan Securities Dealers Association	308	239	1,205	1,001	4,358	4,098
The Financial Futures Association of Japan	149	25	264	121	427	497
Japan Securities Investment Advisers Association	2	5	28	16	83	51
The Investment Trusts Association, Japan	0	0	5	1	17	33
Type II Financial Instruments Firms Association	0		1		2	
Total	459	269	1,503	1,139	4,887	4,679

(Note 1) The Type II Financial Instruments Firms Association was certified as an Approved Financial Instruments Firms Association under the provisions of Article 78, Paragraph 1 of the FIEA as of June 30, 2011, and, as of the same date, entrusted FINMAC with services, including dispute resolution.

(Note 2) The number of cases handled by Specified Business Operators in FY 2011 is as follows: mediations (8), complaints (18), and consultations (77).

(4) Breakdown by Type of Business

The number of cases handled by each type of business in FY 2011 (from April 1, 2011 to March 31, 2012) is as follows. Many of the cases are related to the Type I Financial Instruments Business. In addition, the number of cases related to the Registered Financial Institution Business is increasing, and are mainly related to currency option trading.

	Mediation		Complaint		Consultation	
	FY 2011	FY 2010	FY 2011	FY 2010	FY 2011	FY 2010
Type I Financial Instruments Business	246	176	1,135	946	4,199	4,188
Type II Financial Instruments Business	7	40	20	50	88	337
Investment Management Business	2	3	18	8	39	57
Investment Advisory and Agency Business	0	2	14	10	73	58
Registered Financial Institution Business	212	88	335	176	593	424
Other Business			8		1,634	1,953
Total	467	309	1,530	1,190	6,626	7,017

(5) Breakdown by Financial Instruments and Services

	Mediation		Complaint		Consultation	
	FY 2011	FY 2010	FY 2011	FY 2010	FY 2011	FY 2010
Stocks	55	66	366	378	2,334	2,979
Bonds	117	48	345	211	1,248	833
Investment Trusts	94	122	397	353	1,442	1,230
Derivatives	191	30	335	168	597	762
Securities-Related	8	2	30	35	103	2
Financial Futures, etc.	149	25	263	122	458	101
CFD	1	0	4	10	23	2
Others	33	3	38	1	13	0
Type II Financial Instruments	8	40	20	50	94	362
Investment Management	2	2	13	6	20	13
Investment Advisory	0	0	0	0	0	0
Others	0	1	54	24	891	838
Total	467	309	1,530	1,190	6,626	7,017

(Notes)

1. Derivatives (Financial Futures, etc.) include currency option, interest rate and foreign exchange futures, foreign exchange margin trading (FX), and the like.
2. Derivatives (Others) include interest rate and foreign currency swap, weather derivatives, and the like.
3. Type II Financial Instruments include beneficial interests of a trust, interests in collective investment schemes, commodity funds, and the like.

4. Others include cases that are not relevant to the types of Financial Instruments and services (e.g., those related to trading accounts, those related to paperwork, and those related to complaints, etc. against the company's response and person in charge).

2. Status of Mediation, Complaint, and Consultation

(1) Status of Mediation

The number of cases of dispute resolution through mediation in FY 2011 (from April 1, 2011 to March 31, 2012) is as follows: newly claimed cases (467) and concluded cases (423; among them, settlements (277)).

Mediation	FY 2011	FY 2010
Number of Newly Claimed Cases	467	309
Number of Concluded Cases	423	226
Settlement	227	123
Unresolved	179	94
Withdrawal	17	9
Number of Pending Cases at the End of the Relevant Fiscal Year	163	119

[Reference] Number of mediation cases handled by five associations

FY 2009 (including cases accepted by FINMAC)	FY 2008
221	294

* With respect to FY 2008 and FY 2009, the total number of cases is calculated by simply adding each number of mediation cases handled by five associations (Japan Securities Dealers Association; The Investment Trusts Association, Japan; Japan Securities Investment Advisers Association; The Financial Futures Association of Japan; and Japan Commodities Fund Association, which was dissolved at the end of February 2011). (With respect to FY 2009, the number of cases accepted by FINMAC is included.)

(1)-1 Number of Claim Cases by Category

		Solicitation	Sale and Purchase Transactions	Paperwork	Investment Management	Investment Advisory
FY 2011	Number of Cases	423	38	6	0	0
	(Composition Ratio)	91%	8.1%	1.3%	-%	-%
FY 2010	Number of Cases	247	49	4	1	2
	(Composition Ratio)	80%	16%	1.3%	0.3%	0.7%

		Others	Total
FY 2011	Number of Cases	0	467
	(Composition Ratio)	-%	100%
FY 2010	Number of Cases	6	309
	(Composition Ratio)	2.0%	100%

(Notes)

[Solicitation] is related to the content with respect to which a customer makes a claim regarding a violation of the duty of explanation, misleading solicitation, violation of suitability, and the like.

[Sale and Purchase Transactions] are related to the content with respect to which a customer makes a claim regarding the failure of execution of sale and purchase transactions, transactions without permission, and the like.

[Paperwork] is related to the content with respect to which a customer makes a claim regarding the failure or delay of paperwork and procedures for deposits and withdrawals, and the like.

[Investment Management] is related to the Investment Corporation's asset management business, investment trust management business, and the like.

[Investment Advisory] is service, etc. to give advice regarding investment decisions.

(1)-2 Breakdown by Category

1) Main Cases concerning Solicitation

	FY 2011	FY 2010
Disputes regarding Violation of the Duty of Explanation	254 (54.4%)	166 (53.7%)
Disputes regarding Violation of the Suitability Principle	121 (25.9%)	38 (12.3%)
Disputes regarding False Information	34 (7.3%)	31 (10.0%)

2) Main Cases concerning Sale and Purchase Transactions

	FY 2011	FY 2010
Disputes regarding Transactions without Permission	13 (2.8%)	25 (8.1%)
Disputes regarding Failure of Execution of Sale and Purchase Transactions	4 (0.9%)	7 (2.3%)
Disputes regarding Churning	3 (0.6%)	1 (0.3%)

3) Main Cases concerning Paperwork

	FY 2011	FY 2010
Disputes regarding Failure of Paperwork	6 (1.3%)	4 (1.3%)

(Note) The percentage shown in parentheses is the percentage against the total number of mediation cases in each fiscal year.

(1)-3 Number of Claim Cases by Financial Instruments and Services

	FY 2011		FY 2010	
	Number of Cases	(Composition Ratio)	Number of Cases	(Composition Ratio)
Stocks	55	12%	66	21%
Bonds	117	25%	48	16%
Investment Trusts	94	20%	122	39%
Derivatives	191	41%	30	10%
Securities-Related	8	(1.7%)	2	(0.6%)
Financial Futures, etc.	149	(32%)	25	(8.1%)
CFD	1	(0.2%)	0	(-%)
Others	33	(7.1%)	3	(1.0%)
Type II Financial Instruments	8	1.7%	40	13%
Investment Management	2	0.4%	2	0.6%
Investment Advisory	0	-%	0	-%
Others	0	-%	1	0.3%
Total	467	100%	309	100%

(Notes)

1. Derivatives (Financial Futures, etc.) include currency option, interest rate and foreign exchange futures, foreign exchange margin trading (FX), and the like.
2. Derivatives (Others) include interest rate and foreign currency swap, weather derivatives, and the like.
3. Type II Financial Instruments include beneficial interests of a trust, interests in collective investment schemes, commodity funds, and the like.

(1)-4 Number of Claim Cases by Type of Business

		Securities Company	Registered Financial Institutions including Banks	FX Operator	Others	Total
FY 2011	Number of Cases	251	212	1	3	467
	(Composition Ratio)	54%	45%	0.2%	0.6%	100%
FY 2010	Number of Cases	214	89	4	2	309
	(Composition Ratio)	69%	29%	1.3%	0.7%	100%

(Note) Others include Securities Intermediary Service Providers and investment advisory companies.

(1)-5 Breakdown by Individuals and Corporations

		Individual		Corporation
		Male	Female	
FY 2011	Number of Cases	136	126	205
	(Composition Ratio)	29%	27%	44%
FY 2010	Number of Cases	125	148	36
	(Composition Ratio)	40%	48%	12%

(1)-6 Breakdown by Region

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2011	Number of Cases	22	15	207	50	18	110	13	11
	(Composition Ratio)	4.7%	3.2%	44%	11%	3.9%	24%	2.8%	2.4%
FY 2010	Number of Cases	1	6	138	37	17	64	19	6
	(Composition Ratio)	0.3%	1.9%	45%	12%	5.5%	21%	6.1%	1.9%

		Kyushu	Overseas	Others
FY 2011	Number of Cases	21	0	0
	(Composition Ratio)	4.5%	-%	-%
FY 2010	Number of Cases	21	0	0
	(Composition Ratio)	6.8%	-%	-%

(2) Status of Complaint

The number of complaint cases handled in FY 2011 (from April 1, 2011 to March 31, 2012) is as follows. The number of newly claimed cases was 1,530.

(2)-1 Overview

	FY 2011	FY 2010
Number of Newly Accepted Cases	1,530	1,190
Number of Concluded Cases	1,518	1,113
Number of Pending Cases at the End of the Relevant Fiscal Year	140	128

[Reference] Number of complaint cases accepted by five associations

FY 2009 (including cases accepted by FINMAC)	FY 2008
1,291	1,331

* With respect to FY 2008 and FY 2009, the total number of complaint cases is calculated by simply adding each number of complaints handled by five associations (Japan Securities Dealers Association; The Investment Trusts Association, Japan; Japan Securities Investment Advisers Association; The Financial Futures Association of Japan; and Japan Commodities Fund Association, which was dissolved at the end of February 2011). (With respect to FY 2009, the number of complaints accepted by FINMAC is included.)

(2)-2 Number of Claim Cases by Category

		Solicitation	Sale and Purchase Transactions	Paperwork	Investment Management	Investment Advisory
FY 2011	Number of Cases	890	337	169	6	11
	(Composition Ratio)	58%	22%	11%	0.4%	0.7%
FY 2010	Number of Cases	564	314	160	0	10
	(Composition Ratio)	47%	26%	13%	-%	0.8%

		Others	Total
FY 2011	Number of Cases	117	1,530
	(Composition Ratio)	7.6%	100%
FY 2010	Number of Cases	142	1,190
	(Composition Ratio)	12%	100%

(2)-3 Breakdown by Category

1) Main Cases concerning Solicitation

	FY 2011	FY 2010
Complaints regarding the Duty of Explanation at the Time of Solicitation	469 (30.6%)	299 (25.1%)
Complaints regarding Suitability	194 (12.7%)	64 (5.4%)
Complaints regarding Aggressive Solicitation	77 (5.0%)	64 (5.4%)

2) Main Cases concerning Sale and Purchase Transactions

	FY 2011	FY 2010
General Complaints regarding Sale and Purchase	109 (7.1%)	77 (6.5%)
Complaints regarding Transactions without Permission	74 (4.8%)	85 (7.1%)
Complaints regarding Dealer Initiative	52 (3.4%)	43 (3.6%)

3) Main Cases concerning Paperwork

	FY 2011	FY 2010
Complaints regarding Deposit and Withdrawal of Money	27 (1.8%)	37 (3.1%)
Complaints regarding Opening or Transfer of Accounts	24 (1.6%)	30 (2.5%)
Complaints regarding Paperwork in connection with Shares	23 (1.5%)	17 (1.4%)

4) Main Cases concerning Investment Advisory

	FY 2011	FY 2010
Complaints regarding an Advisory Agreement	6 (0.4%)	6 (0.5%)
Complaints regarding the Contents of Advisory	3 (0.2%)	3 (0.3%)
Complaints regarding Commission	1 (0.1%)	- (-%)

5) Other Main Cases

	FY 2011	FY 2010
Complaints regarding Grievance against the Company	104 (6.8%)	119 (10.0%)
Complaints regarding Fraud and Embezzlement	5 (0.3%)	8 (0.7%)
Complaints regarding Merchantability	1 (0.1%)	3 (0.3%)

(Note) The percentage shown in parentheses is the percentage against the total number of complaint cases in each fiscal year.

(2)-4 Number of Claim Cases by Financial Instruments and Services

	FY 2011		FY 2010	
	Number of Cases	(Composition Ratio)	Number of Cases	(Composition Ratio)
Stocks	366	24%	378	32%
Bonds	346	23%	211	18%
Investment Trusts	397	26%	353	30%
Derivatives	335	22%	168	14%
Securities-Related	30	(2.0%)	35	(2.9%)
Financial Futures, etc.	263	(17%)	122	(10%)
CFD	4	(0.3%)	10	(0.8%)
Others	38	(2.5%)	1	(0.1%)
Type II Financial Instruments	20	1.3%	50	4.2%
Investment Management	13	0.9%	6	0.5%
Investment Advisory	0	-%	0	-%
Others	54	3.5%	24	2.0%
Total	1,530	100%	1,190	100%

(Notes)

1. Derivatives (Financial Futures, etc.) include interest rate and foreign exchange futures, foreign exchange margin trading (FX), currency option, and the like.
2. Derivatives (Others) include interest rate and foreign currency swap, weather derivatives, and the like.
3. Type II Financial Instruments include beneficial interests of a trust, interests in collective investment schemes, commodity funds, and the like.
4. Others include cases that are not relevant to the types of Financial Instruments and services (e.g., those related to trading accounts, those related to paperwork, and those related to complaints, etc. against the company's response and person in charge).

(2)-5 Number of Claim Cases by Type of Business

		Securities Company	Registered Financial Institutions including Banks	FX Operator	Others	Total
FY 2011	Number of Cases	1,119	336	40	35	1,530
	(Composition Ratio)	73%	22%	2.6%	2.3%	100%
FY 2010	Number of Cases	940	183	45	22	1,190
	(Composition Ratio)	79%	15%	3.8%	1.8%	100%

(Note) Others include investment advisory companies, mainly.

(2)-6 Breakdown by Individuals and Corporations

		Individual		Corporation
		Male	Female	
FY 2011	Number of Cases	742	526	262
	(Composition Ratio)	49%	34%	17%
FY 2010	Number of Cases	625	514	51
	(Composition Ratio)	53%	43%	4.3%

(2)-7 Breakdown by Region

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2011	Number of Cases	49	52	773	174	48	229	57	44
	(Composition Ratio)	3.2%	3.4%	51%	11%	3.1%	15%	3.7%	2.9%
FY 2010	Number of Cases	18	33	641	141	38	140	62	36
	(Composition Ratio)	1.5%	2.8%	54%	12%	3.2%	12%	5.2%	3.0%

		Kyushu	Overseas	Others
FY 2011	Number of Cases	103	0	1
	(Composition Ratio)	6.7%	-%	0.1%
FY 2010	Number of Cases	79	0	2
	(Composition Ratio)	6.6%	-%	0.2%

(Note) Others include complaint cases through mobile phone, etc., by which the location of the person who makes a claim cannot be identified.

(3) Status of Consultation

The number of consultations received in FY 2011 (from April 1, 2011 to March 31, 2012) was 6,626 cases.

(3)-1 Overview

	FY 2011	FY 2010
Number of Cases Accepted	6,626	7,017

[Reference] Number of consultations accepted by five associations

FY 2009 (including cases accepted by FINMAC)	FY 2008
7,660	9,059

* With respect to FY 2008 and FY 2009, the total number of consultation cases is calculated by simply adding each number of consultations handled by five associations (Japan Securities Dealers Association; The Investment Trusts Association, Japan; Japan Securities Investment Advisers Association; The Financial Futures Association of Japan; and Japan Commodities Fund Association, which was dissolved at the end of February 2011). (With respect to FY 2009, the number of consultations accepted by FINMAC is included.)

(3)-2 Number of Consultation Cases by Category

		Laws, regulations and practices on Financial Instruments Trading, etc.	Solicitation	Sale and Purchase Transactions	Paperwork	Investment Management
FY 2011	Number of Cases	1,700	1,485	932	457	13
	(Composition Ratio)	26%	22%	14%	6.9%	0.2%
FY 2010	Number of Cases	2,037	1,081	734	513	23
	(Composition Ratio)	29%	15%	11%	7.3%	0.3%

		Investment Advisory	Others	Total
FY 2011	Number of Cases	44	1,995	6,626
	(Composition Ratio)	0.7%	30%	100%
FY 2010	Number of Cases	31	2,598	7,017
	(Composition Ratio)	0.4%	37%	100%

(3)-3 Breakdown of Consultations by Category

1) Main Questions and Comments concerning the laws, regulations and practices on Financial Instruments Trading, etc.

	FY 2011	FY 2010
Consultations regarding the Operation of FINMAC	486 (7.3%)	565 (8.1%)
Consultations regarding the laws, regulations and practices on Financial Instruments Trading	359 (5.4%)	416 (6.0%)
Consultations regarding Merchantability	267 (4.0%)	171 (2.4%)

2) Main Questions and Comments concerning Solicitation

	FY 2011	FY 2010
Consultations regarding the Duty of Explanation	710 (10.7%)	505 (7.2%)
Consultations regarding Aggressive Solicitation	321 (4.8%)	215 (3.0%)
Consultations regarding Suitability	210 (3.2%)	187 (2.6%)

3) Main Questions and Comments concerning Sale and Purchase Transactions

	FY 2011	FY 2010
General Consultations regarding Sale and Purchase	310 (4.7%)	227 (3.2%)
Consultations regarding Dealer Initiative	215 (3.2%)	129 (1.8%)
Consultations regarding Transactions without Permission	173 (2.6%)	136 (1.9%)

4) Main Questions and Comments concerning Paperwork

	FY 2011	FY 2010
Consultations regarding Opening, Transfer, etc. of Accounts	152 (2.3%)	152 (2.2%)
Consultations regarding Deposit and Withdrawal of Money, and Incoming and Outgoing Transfer of Funds	93 (1.4%)	129 (1.8%)
Consultations regarding Commission	46 (0.7%)	43 (0.6%)

5) Other Main Questions and Comments

	FY 2011	FY 2010
Consultations regarding Unlisted Stocks	810 (12.2%)	1,040 (14.8%)
Consultations regarding Other Industries	484 (7.3%)	674 (9.6%)
Comments regarding Financial Instruments Business Operators	473 (7.1%)	532 (7.5%)

(Note) The percentage shown in parentheses is the percentage against the total number of consultation cases in each fiscal year.

(3)-4 Number of Consultation Cases by Financial Instruments and Services

	FY 2011		FY 2010	
	Number of Cases	(Composition Ratio)	Number of Cases	(Composition Ratio)
Stocks	2,334	35%	2,979	42%
Bonds	1,248	19%	833	12%
Investment Trusts	1,442	22%	1,230	18%
Derivatives	597	9.0%	762	11%
Securities-Related	103	(1.6%)	136	(1.9%)
Financial Futures, etc.	458	(6.9%)	527	(7.5%)
CFD	23	(0.3%)	86	(1.2%)
Others	13	(0.2%)	13	(0.2%)
Type II Financial Instruments	94	1.4%	362	5.2%
Investment Management	20	0.2%	13	0.2%
Investment Advisory	0	-%	0	-%
Others	891	13%	838	12%
Total	6,626	100%	7,017	100%

(Notes)

1. Derivatives (Financial Futures, etc.) include interest rate and foreign exchange futures, foreign exchange margin trading (FX), currency option, and the like.
2. Derivatives (Others) include interest rate and foreign currency swap, weather derivatives, and the like.
3. Type II Financial Instruments include beneficial interests of a trust, interests in collective investment schemes, commodity funds, and the like.
4. Others include cases that are not relevant to the types of Financial Instruments and services (e.g., those related to trading accounts, those related to paperwork, and those related to complaints, etc. against the company's response and person in charge).

(3)-5 Number of Consultation Cases by Type of Business

		Securities Company	Registered Financial Institutions including Banks	FX Operator	Securities Intermediary Service Provider	Others	Total
FY 2011	Number of Cases	4,032	677	202	3	1,712	6,626
	(Composition Ratio)	61%	10%	3.0%	0.0%	25.8%	100%
FY 2010	Number of Cases	4,197	476	277	5	2,062	7,017
	(Composition Ratio)	59.8%	6.8%	3.9%	0.1%	29.4%	100%

(Note) Others in FY 2011 include, mainly, consultations regarding unlisted stocks (unregistered operators) (810), consultations regarding business operators in other industries (484), consultations regarding Financial Instruments Business Operators (474), and consultations regarding listed companies (53).

(3)-6 Breakdown by Individuals and Corporations

		Individual		Corporation
		Male	Female	
FY 2011	Number of Cases	3,631	2,522	473
	(Composition Ratio)	55%	38%	7.1%
FY 2010	Number of Cases	3,911	2,628	478
	(Composition Ratio)	56%	37%	6.8%

(3)-7 Breakdown by Region

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2011	Number of Cases	182	147	2,794	646	116	1,181	233	140
	(Composition Ratio)	2.7%	2.2%	42%	9.7%	1.8%	18%	3.5%	2.1%
FY 2010	Number of Cases	163	181	2,972	534	128	1,623	243	131
	(Composition Ratio)	2.3%	2.6%	42%	7.6%	1.8%	23%	3.5%	1.9%

		Kyushu	Overseas	Others
FY 2011	Number of Cases	440	0	747
	(Composition Ratio)	6.6%	-%	11%
FY 2010	Number of Cases	337	0	706
	(Composition Ratio)	4.8%	-%	10%

(Note) Others include consultations through mobile phone, etc., by which the location of the person who consults cannot be identified.