

# Implementation Status of Dispute Resolution Business in FY 2012

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 2012 (from April 1, 2012 to March 31, 2013) is as follows: mediations (334), complaints (1,152), and consultations (6,136).

(Unit: 1 case)

	Mediation	Complaint	Consultation
FY 2012	334	1,152	6,136
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 combining 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 FY2008 and FY 2009, the total number of cases is calculated by simply combining each number of cases handled by five associations (Japan Securities Dealers Association, The Investment Trusts Association of Japan, The Japan Investment Advisers Association, The Financial Futures Association of Japan, and the Japan Commodities Fund Association). (The Japan Commodities Fund Association was dissolved at the end of February 2011.)

(Note 2) However, with respect to FY 2009, the total number of cases is calculated by combining 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 2012 (from April 1, 2012 to March 31, 2013) is as follows:

	Mediations		Complaints		Consultations	
	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011
Self-Regulatory Organizations Affiliate Business Operators	332	459	1,137	1,503	4,949	4,887
Specified Business Operators	2	8	13	18	81	77
Others	0	0	2	9	1,106	1,662
Total	334	467	1,152	1,530	6,136	6,626

(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 2012 (from April 1, 2012 to March 31, 2013) is as follows. There are many cases of the mediations, complaints, and consultations related to members of the Japan Securities Dealers Association. In addition, there are also many cases of the mediations and complaints related to members of The Financial Futures Association of Japan, and these are mainly related to currency option trading, etc.

	Mediation		Complaint		Consultation	
	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011
Japan Securities Dealers Association	208	308	904	1,205	4,496	4,358
The Financial Futures Association of Japan	121	149	208	264	337	427
The Japan Investment Advisers Association	1	2	21	28	88	83
The Investment Trusts Association of Japan	0	0	3	5	26	17
Type II Financial Instruments Firms Association	2	0	1	1	2	2
Total	332	459	1,137	1,503	4,949	4,887

(Note) The number of cases handled by Specified Business Operators in FY 2012 is as follows: mediations (2), complaints (13), and consultations (81).

### (4) Breakdown by Type of Business

The number of cases handled by each type of business in FY 2012 (from April 1, 2012 to March 31, 2013) is as follows. There are many cases related to the Type I Financial Instruments Business. In addition, the percentage of mediations related to the Registered Financial Institution Business is high, and the cases were mainly related to currency option trading.

	Mediation		Complaint		Consultation	
	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011
Type I Financial Instruments Business	161	246	892	1,135	4,394	4,199
Type II Financial Instruments Business	4	7	14	20	89	88
Investment Management Business	0	2	9	18	52	39
Investment Advisory and Agency Business	1	0	15	14	68	73
Registered Financial Institution Business	168	212	220	335	436	593
Other Business			2	8	1,097	1,634
Total	334	467	1,152	1,530	6,136	6,626

**(5) Breakdown by Financial Instruments and Services**

	Mediation		Complaint		Consultation	
	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011
Stocks	38	55	315	366	1,981	2,334
Bonds	62	117	258	345	1,040	1,248
Investment Trusts	64	94	235	397	1,408	1,442
Derivatives	165	191	268	335	429	597
Securities-Related	4	8	14	35	44	103
Financial Futures, etc.	121	149	206	122	358	458
CFD	1	1	5	10	18	23
Others	39	33	43	1	9	13
Type II Financial Instruments	4	8	14	20	97	94
Investment Management	0	2	7	13	22	20
Investment Advisory	0	0	0	0	0	0
Others	1	0	55	54	1,159	891
Total	334	467	1,152	1,530	6,136	6,626

(Notes)

1. Derivatives (Financial Futures, etc.) include currency options, interest rate and foreign exchange futures, foreign exchange margin trading (FX), and the like.
2. Derivatives (Others) include interest rate and foreign currency swaps, 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 2012 (from April 1, 2012 to March 31, 2013) is as follows: newly claimed cases (334) and concluded cases (415), of which 223 are settlements.

Mediation	FY 2012	FY 2011	FY 2010
Number of Newly Claimed Cases	334	467	309
Number of Concluded Cases	415	423	226
Settlement	223	227	123
Unresolved	162	179	94
Withdrawal	30	17	9
Number of Pending Cases at the End of the Relevant Fiscal Year	82	163	119

### [Reference] Number of mediation cases handled by five associations in FY 2008 and FY 2009

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

\* With respect to FY2008 and FY 2009, the total number of cases is calculated by simply combining respective numbers of mediation cases handled by five associations (Japan Securities Dealers Association, The Investment Trusts Association of Japan, The Japan Investment Advisers Association, The Financial Futures Association of Japan, and the Japan Commodities Fund Association (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 2012	Number of Cases	300	27	6	0	1
	(Composition Ratio)	89.8%	8.1%	1.8%	-%	0.3%
FY 2011	Number of Cases	423	38	6	0	0
	(Composition Ratio)	91%	8.1%	1.3%	-%	-%

		Others	Total
FY 2012	Number of Cases	0	334
	(Composition Ratio)	-%	100%
FY 2011	Number of Cases	0	467
	(Composition Ratio)	-%	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, violation of suitability principle, misleading solicitation, 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 2012	FY 2011
Disputes regarding Violation of the Duty of Explanation	158 (47.3%)	254 (54.4%)
Disputes regarding Violation of the Suitability Principle	127 (38.0%)	121 (25.9%)
Disputes regarding False Information	11 (3.3%)	34 (7.3%)

### 2) Main Cases concerning Sale and Purchase Transactions

	FY 2012	FY 2011
Disputes regarding Transactions without Permission	10 (3.0%)	13 (2.8%)
Disputes regarding Failure of Execution of Sale and Purchase Transactions	4 (1.2%)	4 (0.9%)
Disputes regarding System Failure	3 (0.9%)	3 (0.6%)

### 3) Main Cases concerning Paperwork

	FY 2012	FY 2011
Disputes regarding Failure of Paperwork	6 (1.8%)	6 (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 2012		FY 2011	
	Number of Cases	(Composition Ratio)	Number of Cases	(Composition Ratio)
Stocks	38	11.4%	55	12 %
Bonds	62	18.6 %	117	25 %
Investment Trusts	64	19.2 %	94	20 %
Derivatives	165	49.4 %	191	41 %
Securities-Related	4	(1.2%)	8	(1.7%)
Financial Futures, etc.	121	(36.2%)	149	(32%)
CFD	1	(0.3%)	1	(0.2%)
Others	39	(11.7%)	33	(7.1%)
Type II Financial Instruments	4	1.2 %	8	1.7 %
Investment Management	0	- %	2	0.4%
Investment Advisory	0	- %	0	- %
Others	1	0.3 %	0	- %
Total	334	100%	467	100%

(Notes)

1. Derivatives (Financial Futures, etc.) include currency options, interest rate and foreign exchange futures, foreign exchange margin trading (FX), and the like.
2. Derivatives (Others) include interest rate and foreign currency swaps, 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 2012	Number of Cases	166	167	0	1	334
	(Composition Ratio)	49.7%	50.0%	-%	0.3%	100%
FY 2011	Number of Cases	251	212	1	3	467
	(Composition Ratio)	54%	45%	0.2%	0.6%	100%

(Note) Others include securities intermediary service providers and investment advisory companies.

(1)-5 Breakdown by Individuals and Corporations

		Individual		Corporation
		Male	Female	
FY 2012	Number of Cases	80	81	173
	(Composition Ratio)	24%	24.3%	51.8%
FY 2011	Number of Cases	136	126	205
	(Composition Ratio)	29%	27%	44%

(1)-6 Breakdown by Region

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2012	Number of Cases	4	8	164	47	9	79	6	4
	(Composition Ratio)	1.2%	2.4%	49.1%	14.1%	2.7%	23.7%	1.8%	1.2%
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%

		Kyushu	Overseas	Others
FY 2012	Number of Cases	13	0	0
	(Composition Ratio)	3.9%	-%	-%
FY 2011	Number of Cases	21	0	0
	(Composition Ratio)	4.5%	-%	-%

## (2) Status of Complaint

The number of complaint cases handled in FY 2012 (from April 1, 2012 to March 31, 2013) is as follows. The number of newly claimed cases was 1,152.

### (2)-1 Overview

	FY 2012	FY 2011	FY 2010
Number of Newly Accepted Cases	1,152	1,530	1,190
Number of Concluded Cases	1,214	1,518	1,113
Number of Pending Cases at the End of the Relevant Fiscal Year	78	140	128

### [Reference] Number of complaint cases handled by five associations in FY 2008 and FY 2009

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

\* With respect to FY2008 and FY 2009, the total number of complaint cases is calculated by simply combining respective numbers of complaints handled by five associations (Japan Securities Dealers Association, The Investment Trusts Association of Japan, The Japan Investment Advisers Association, The Financial Futures Association of Japan, and the Japan Commodities Fund Association (dissolved at the end of February 2011)). (With respect to FY 2009, the number of cases accepted by FINMAC is included.)

### (2)-2 Number of Claim Cases by Category

		Solicitation	Sale and Purchase Transactions	Paperwork	Investment Management	Investment Advisory
FY 2012	Number of Cases	612	296	134	5	5
	(Composition Ratio)	53.1%	25.7%	11.6%	0.4%	0.4%
FY 2011	Number of Cases	890	337	169	6	11
	(Composition Ratio)	58%	22%	11%	0.4%	0.7%

		Others	Total
FY 2012	Number of Cases	100	1,152
	(Composition Ratio)	8.7%	100%
FY 2011	Number of Cases	117	1,530
	(Composition Ratio)	7.6%	100%

(2)-3 Breakdown by Category

1) Main Cases concerning Solicitation

	FY 2012	FY 2011
Complaints regarding the Duty of Explanation at the Time of Solicitation	264 (22.9%)	469 (30.6%)
Complaints regarding Suitability	199 (17.3%)	194 (12.7%)
Complaints regarding Aggressive Solicitation	62 (5.4%)	77 (5.0%)

2) Main Cases concerning Sale and Purchase Transactions

	FY 2012	FY 2011
General Complaints regarding Sale and Purchase	102 (8.9%)	109 (7.1%)
Complaints regarding Transactions without Permission	59 (5.1%)	74 (4.8%)
Complaints regarding System Failures	43 (3.7%)	33 (2.2%)

3) Main Cases concerning Paperwork

	FY 2012	FY 2011
Complaints regarding Deposit and Withdrawal of Money, and Acceptance and Delivery of Funds	27 (2.3%)	27 (1.8%)
Complaints regarding Opening or Transfer of Accounts	26 (2.3%)	24 (1.6%)
Complaints regarding Paperwork in connection with Shares	12 (1.0%)	23 (1.5%)

4) Main Cases concerning Investment Advisory

	FY 2012	FY 2011
Complaints regarding an Advisory Agreement	2 (0.2%)	6 (0.4%)
Complaints regarding the Contents of Advisory	2 (0.2%)	3 (0.2%)
Complaints regarding Commission	— (—%)	1 (0.1%)

5) Other Main Cases

	FY 2012	FY 2011
Complaints regarding Grievance against the Company	84 (7.3%)	104 (6.8%)
Complaints regarding Fraud and Embezzlement	8 (0.7%)	5 (0.3%)
Complaints regarding Merchantability	3 (0.3%)	1 (0.1%)

(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 2012		FY 2011	
	Number of Cases	(Composition Ratio)	Number of Cases	(Composition Ratio)
Stocks	315	27.3%	366	24%
Bonds	258	22.4%	346	23%
Investment Trusts	235	20.4%	397	26%
Derivatives	268	23.3%	335	22%
Securities-Related	14	(1.2%)	30	(2.0%)
Financial Futures, etc.	206	(17.9%)	263	(17%)
CFD	5	(0.4%)	4	(0.3%)
Others	43	(3.7%)	38	(2.5%)
Type II Financial Instruments	14	1.2%	20	1.3%
Investment Management	7	0.6%	13	0.9%
Investment Advisory	0	- %	0	- %
Others	55	4.8%	54	3.5%
Total	1,152	100%	1,530	100%

(Notes)

1. Derivatives (Financial Futures, etc.) include interest rate and foreign exchange futures, foreign exchange margin trading (FX), currency options, and the like.
2. Derivatives (Others) include interest rate and foreign currency swaps, 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 2012	Number of Cases	856	223	43	30	1,152
	(Composition Ratio)	74.3%	19.4%	3.7%	2.6%	100%
FY 2011	Number of Cases	1,119	336	40	35	1,530
	(Composition Ratio)	73%	22%	2.6%	2.3%	100%

(Note) Others mainly include investment advisory companies.

## (2)-6 Breakdown by Individuals and Corporations

		Individual		Corporation
		Male	Female	
FY 2012	Number of Cases	596	358	198
	(Composition Ratio)	51.7%	31.1%	17.2%
FY 2011	Number of Cases	742	526	262
	(Composition Ratio)	49%	34%	17%

## (2)-7 Breakdown by Region

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2012	Number of Cases	21	37	607	145	27	189	42	21
	(Composition Ratio)	1.8%	3.2%	52.7%	12.6%	2.3%	16.4%	3.6%	1.8%
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%

		Kyushu	Overseas	Others
FY 2012	Number of Cases	63	0	0
	(Composition Ratio)	5.5%	-%	-%
FY 2011	Number of Cases	103	0	1
	(Composition Ratio)	6.7%	-%	0.1%

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

### (3) Status of Consultation

The number of consultations received in FY 2012 (from April 1, 2012 to March 31, 2013) was 6,136 cases.

#### (3)-1 Overview

	FY 2012	FY 2011	FY 2010
Number of Cases Accepted	6,136	6,626	7,017

#### [Reference] Number of consultations accepted by five associations in FY 2008 and FY 2009

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

\* With respect to FY2008 and FY 2009, the total number of consultation cases is calculated by simply combining each number of consultations handled by five associations (Japan Securities Dealers Association, The Investment Trusts Association of Japan, The Japan Investment Advisers Association, The Financial Futures Association of Japan, and the Japan Commodities Fund Association (dissolved at the end of February 2011)). (With respect to FY 2009, the number of cases 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 2012	Number of Cases	1,723	1,481	872	523	20
	(Composition Ratio)	28.1%	24.1%	14.2%	8.5%	0.3%
FY 2011	Number of Cases	1,700	1,485	932	457	13
	(Composition Ratio)	26%	22%	14%	6.9%	0.2%

		Investment Advisory	Others	Total
FY 2012	Number of Cases	28	1,489	6,136
	(Composition Ratio)	0.5%	24.3%	100%
FY 2011	Number of Cases	44	1,995	6,626
	(Composition Ratio)	0.7%	30%	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 2012	FY 2011
Consultations regarding the Operation of FINMAC	441 (7.2%)	486 (7.3%)
Consultations regarding the Laws, Regulations, and Practices on Financial Instruments Trading	411 (6.7%)	359 (5.4%)
Consultations regarding Merchantability	282 (4.6%)	267 (4.0%)

#### 2) Main Questions and Comments concerning Solicitation

	FY 2012	FY 2011
Consultations regarding the Duty of Explanation	658 (10.7%)	710 (10.7%)
Consultations regarding Aggressive Solicitation	347 (5.7%)	321 (4.8%)
Consultations regarding Suitability	245 (4.0%)	210 (3.2%)

#### 3) Main Questions and Comments concerning Sale and Purchase Transactions

	FY 2012	FY 2011
General Consultations regarding Sale and Purchase	342 (5.6%)	310 (4.7%)
Consultations regarding Dealer Initiative	179 (2.9%)	215 (3.2%)
Consultations regarding Transactions without Permission	144 (2.3%)	173 (2.6%)

#### 4) Main Questions and Comments concerning Paperwork

	FY 2012	FY 2011
Consultations regarding Opening, Transfer, etc. of Accounts	138 (2.2%)	152 (2.3%)
Consultations regarding Deposit and Withdrawal of Money, and Incoming and Outgoing Transfer of Funds	110 (1.8%)	93 (1.4%)
Consultations regarding Commission	56 (0.9%)	46 (0.7%)

#### 5) Other Main Questions and Comments

	FY 2012	FY 2011
Comments regarding Financial Instruments Business Operators	475 (7.7%)	473 (7.1%)
Consultations regarding Other Industries	403 (6.6%)	484 (7.3%)
Consultations regarding Unlisted Stocks	326 (5.3%)	810 (12.2%)

(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 2012		FY 2011	
	Number of Cases	(Composition Ratio)	Number of Cases	(Composition Ratio)
Stocks	1,981	32.3%	2,334	35%
Bonds	1,040	16.9%	1,248	19%
Investment Trusts	1,408	22.9%	1,442	22%
Derivatives	429	7.0%	597	9.0%
Securities-Related	44	(0.7%)	103	(1.6%)
Financial Futures, etc.	358	(5.8%)	458	(6.9%)
CFD	18	(0.3%)	23	(0.3%)
Others	9	(0.1%)	13	(0.2%)
Type II Financial Instruments	97	1.6%	94	1.4%
Investment Management	22	0.4%	20	0.2%
Investment Advisory	0	- %	0	- %
Others	1,159	18.9%	891	13%
Total	6,136	100%	6,626	100%

(Notes)

1. Derivatives (Financial Futures, etc.) include interest rate and foreign exchange futures, foreign exchange margin trading (FX), currency options, and the like.
2. Derivatives (Others) include interest rate and foreign currency swaps, 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 Providers	Others	Total
FY 2012	Number of Cases	4,304	495	127	5	1,205	6,136
	(Composition Ratio)	70.1%	8.1%	2.1%	0.1%	19.6%	100%
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%

(Note) Others in FY 2012 include, mainly, consultations regarding Financial Instruments Business Operators (475), consultations regarding business operators in other industries (403), and consultations regarding unlisted stocks (unregistered operators) (326).

## (3)-6 Breakdown by Individuals and Corporations

		Individual		Corporation
		Male	Female	
FY 2012	Number of Cases	3,286	2,464	386
	(Composition Ratio)	53.6%	40.2%	6.3%
FY 2011	Number of Cases	3,631	2,522	473
	(Composition Ratio)	55%	38%	7.1%

## (3)-7 Breakdown by Region

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2012	Number of Cases	144	127	2,401	647	98	957	204	119
	(Composition Ratio)	2.3%	2.1%	39.1%	10.5%	1.6%	15.6%	3.3%	1.9%
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%

		Kyushu	Overseas	Others
FY 2012	Number of Cases	296	0	1,143
	(Composition Ratio)	4.8%	-%	18.6%
FY 2011	Number of Cases	440	0	747
	(Composition Ratio)	6.6%	-%	11%

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