

## Implementation Status of Dispute Resolution Business in FY 2013

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

### 1. Trend of Dispute Resolution Business Carried Out by FINMAC

#### (1) Accepted Cases of Mediation, Complaint, and Consultation

Among the total number of cases of claims accepted by FINMAC in FY 2013, the number of mediations was down by 175 from the year earlier to 159 cases, complaints were down by 177 to 975 cases, and consultations were up by 1,270 to 7,406 cases.

(Unit: Case)

	Mediation	Complaint	Consultation
FY 2013	159	975	7,406
FY 2012	334	1,152	6,136
FY 2011	467	1,530	6,626

#### (2) Breakdown by Business Operators

When we look at the number of accepted cases by type of business operators in the relevant FY, consultations involving Self-Regulatory Organizations Affiliate Business Operators, Specified Business Operators, and Others increased, and mediation and complaints involving these operators decreased compared with the previous FY.

(Unit: Case)

	Mediation		Complaint		Consultation	
	FY 2013	FY 2012	FY 2013	FY 2012	FY 2013	FY 2012
Self-Regulatory Organizations Affiliate Business Operators	159	332	963	1,137	5,683	4,949
Specified Business Operators	0	2	11	13	222	81
Others	0	0	1	2	1,501	1,106
Total	159	334	975	1,152	7,406	6,136

(Notes)

“Self-Regulatory Organizations Affiliate Business Operators” mean members of self-regulatory organizations (five associations) to which the business is entrusted.

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

“Others” mean business operators that are not classified into any type (in the case of instruments and services not handled by FINMAC).

### (3) Breakdown by Self-Regulatory Organizations Affiliate Business Operators

Among the number of accepted cases by Self-Regulatory Organizations Affiliate Business Operators in the relevant FY, the number of mediation and complaints concerning the business of members of the Japan Securities Dealers Association and The Financial Futures Association of Japan significantly decreased compared with the previous FY. The number of consultations about the business conducted by the members of four associations other than The Investment Trusts Association of Japan increased.

(Unit: Case)

	Mediation		Complaint		Consultation	
	FY 2013	FY 2012	FY 2013	FY 2012	FY 2013	FY 2012
Japan Securities Dealers Association	128	208	842	904	5,161	4,496
The Financial Futures Association of Japan	29	121	95	208	382	337
The Japan Investment Advisers Association	0	1	21	21	122	88
The Investment Trusts Association of Japan	0	0	3	3	15	26
Type II Financial Instruments Firms Association	2	2	2	1	3	2
Total	159	332	963	1,137	5,683	4,949

### (4) Breakdown by Type of Business

Among the number of accepted cases by type of business in the relevant FY, the number of mediation and complaints concerning the Registered Financial Institution Business significantly decreased compared with the previous FY. The number of mediation and complaints about Type I Financial Instruments Business also decreased. On the other hand, the number of consultations about Type I Financial Instruments Business, Type II Financial Instruments Business, Investment Advisory and Agency Business, and Other Business increased.

(Unit: Case)

	Mediation		Complaint		Consultation	
	FY 2013	FY 2012	FY 2013	FY 2012	FY 2013	FY 2012
Type I Financial Instruments Business	116	161	861	892	5,165	4,394
Type II Financial Instruments Business	2	4	13	14	508	89
Investment Management Business	0	0	4	9	30	52
Investment Advisory and Agency Business	0	1	20	15	112	68
Registered Financial Institution Business	41	168	75	220	377	436
Other Business			2	2	1,214	1,097
Total	159	334	975	1,152	7,406	6,136

(Note) "Other Business" means business related to instruments and/or services that are not the instruments and/or services handled by FINMAC.

## (5) Breakdown by Financial Instruments and Services

When we look at the number of accepted cases by type of financial instruments and services in the relevant FY, the number of mediation and complaints about Financial Futures, etc. (including currency options) significantly decreased compared with the previous FY. The number of complaints and consultations about Stocks and the number of consultations about Type II Financial Instruments increased.

(Unit: Case)

	Mediation		Complaint		Consultation	
	FY 2013	FY 2012	FY 2013	FY 2012	FY 2013	FY 2012
Stocks	40	38	424	315	2,835	1,981
Bonds	32	62	158	258	814	1,040
Investment Trusts	42	64	208	235	1,246	1,408
Derivatives	41	165	130	268	546	429
Securities-Related	0	4	24	14	103	44
Financial Futures, etc.	29	121	94	206	411	358
CFD	0	1	5	5	23	18
Others	12	39	7	43	9	9
Type II Financial Instruments	2	4	13	14	533	97
Investment Management	0	0	1	7	14	22
Investment Advisory	0	0	0	0	0	0
Others	2	1	41	55	1,418	1,159
Total	159	334	975	1,152	7,406	6,136

(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 newly claimed cases of mediation in the relevant FY was down by 175 (52.4%) to 159 cases, compared with the previous FY, and the number of concluded cases was down by 197 (47.5%) to 218 cases on a year-on-year basis.

We guess that the decrease in the number of newly claimed cases is due to the decreased number of cases about currency options, etc. handled by the Registered Financial Institutions (financial institutions such as banks) in addition to the shrink or elimination of evaluation loss of holding instruments supported by a stable market condition and the yen's depreciation.

The number of pending cases at the end of the relevant FY was 23, significantly down by 59 cases compared with the previous FY.

(Unit: Case)

Mediation	FY 2013	FY 2012
Number of Newly Claimed Cases	159	334
Number of Concluded Cases	218	415
Settlement	140	223
Unresolved	51	162
Withdrawal	27	30
Number of Pending Cases at the End of the Relevant Fiscal Year	23	82

#### 1) Number of Claim Cases by Category

When we look at the number of claim cases by category in the relevant FY, the number of "Disputes concerning Solicitation" continued to be the highest, at 116 cases; it had also been the highest in the previous FY. In the composition ratio, the number of "Disputes concerning Solicitation" was down by 16.8 points to 73.0%. On the other hand, following the active transactions, etc. supported by the stable market condition, the number of "Disputes concerning Sale and Purchase Transactions" that asserted failure of execution of sale and purchase transactions and the like was up by 15.2 points to 23.3% compared with the previous FY.

(Unit: Case, %)

		Solicitation	Sale and Purchase Transactions	Paperwork	Investment Management	Investment Advisory	Others	Total
FY 2013	Number of Cases	116	37	3	0	0	3	159
	(Composition Ratio)	73.0	23.3	1.9	—	—	1.9	100
FY 2012	Number of Cases	300	27	6	0	1	0	334
	(Composition Ratio)	89.8	8.1	1.8	—	0.3	—	100

(Notes)

"Disputes concerning Solicitation" mean disputes related to a violation of the duty of explanation, violation of the suitability principle, misleading solicitation, and the like.

"Disputes concerning Sale and Purchase Transactions" mean disputes related to a claim about transactions without permission and failure of execution of sale and purchase

transactions, and the like.

“Disputes concerning Paperwork” mean disputes related to failure or delay of paperwork and procedures for deposits and withdrawals, and the like.

“Disputes concerning Investment Management” mean disputes related to the discretionary investment/fund management and investment trust management business, and the like.

“Disputes concerning Investment Advisory” mean disputes related to the service, etc. to give advice regarding investment decisions.

“Other Disputes” mean disputes that are not classified into any category.

## 2) Breakdown by Category

In the breakdown (composition ratio) by category in the relevant FY, the ratio of “Disputes regarding Violation of the Duty of Explanation” was down by 14.6 points compared with the previous FY, but it continued to be the highest, at 32.7%. The next is “Disputes regarding Violation of the Suitability Principle,” which was 27.7% (down by 10.3 points Y/Y). “Disputes regarding Failure of Execution of Sale and Purchase Transactions” were up by 5.1 points compared with the previous FY.

### <Main Disputes concerning Solicitation> (Unit: Case, %)

	FY 2013	FY 2012
Disputes regarding Violation of the Duty of Explanation	52 (32.7)	158 (47.3)
Disputes regarding Violation of the Suitability Principle	44 (27.7)	127 (38.0)
Disputes regarding False Information	10 (6.3)	11 (3.3)

### <Main Disputes concerning Sale and Purchase Transactions> (Unit: Case, %)

	FY 2013	FY 2012
Disputes regarding Failure of Execution of Sale and Purchase Transactions	10 (6.3)	4 (1.2)
Disputes regarding Transactions without Permission	9 (5.7)	10 (3.0)
Disputes regarding Excessive Purchase and Sale	5 (3.1)	1 (0.3)

### <Main Disputes concerning Paperwork> (Unit: Case, %)

	FY 2013	FY 2012
Disputes regarding Failure of Paperwork	3 (1.9)	6 (1.8)

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

3) Number of Claim Cases by Financial Instruments and Services

Among the number of claim cases by financial instruments and services in the relevant FY, the number of claims about “Financial Futures, etc. (including currency options)” was down by 92 cases (76.0%) compared with the previous FY, which indicates that claims were diversified to expand to stocks, bonds, investment trusts, and derivatives.

(Unit: Case, %)

	FY 2013		FY 2012	
	Number of Cases	(Compositi on Ratio)	Number of Cases	(Compositi on Ratio)
Stocks	40	25.2	38	11.4
Bonds	32	20.1	62	18.6
Investment Trusts	42	26.4	64	19.2
Derivatives	41	25.7	165	49.4
Securities-Related	0	—	4	1.2
Financial Futures, etc.	29	18.2	121	36.2
CFD	0	—	1	0.3
Others	12	7.5	39	11.7
Type II Financial Instruments	2	1.3	4	1.2
Investment Management	0	—	0	—
Investment Advisory	0	—	0	—
Others	2	1.3	1	0.3
Total	159	100	334	100

4) Number of Claim Cases by Type of Business

Among the claim cases by type of business in the relevant FY, the number of claim cases about “Financial Futures, etc. (including currency options)” related to the Registered Financial Institution decreased compared with the previous FY. It resulted in a decreasing ratio of the Registered Financial Institution, and a relative increase in the ratio of Securities Company.

(Unit: Case, %)

		Securities Company	Registered Financial Institution	FX Operator	Others	Total
FY 2013	Number of Cases	116	41	1	1	159
	(Compositi on Ratio)	73.0	25.8	0.6	0.6	100
FY 2012	Number of Cases	166	167	0	1	334
	(Compositi on Ratio)	49.7	50.0	—	0.3	100

(Note) “Others” mean investment advisory companies and other business operators engaged in FX operations.

5) Breakdown by Individuals and Corporations

In the breakdown by individuals and corporations in the relevant FY, the ratio of claim cases about “Financial Futures, etc. (including currency options)” decreased compared with the previous FY. As a result, the ratio of “Corporation” was down and that of “Individual” relatively increased.

(Unit: Case, %)

		Individual		Corporation
		Male	Female	
FY 2013	Number of Cases	64	47	48
	(Composition Ratio)	40.3	29.6	30.2
FY 2012	Number of Cases	80	81	173
	(Composition Ratio)	24.0	24.3	51.8

6) Breakdown by Region

(Unit: Case, %)

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2013	Number of Cases	0	5	72	15	2	40	2	7
	(Composition Ratio)	—	3.1	45.3	9.4	1.3	25.2	1.3	4.4
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

		Kyushu	Others
FY 2013	Number of Cases	16	0
	(Composition Ratio)	10.1	—
FY 2012	Number of Cases	13	0
	(Composition Ratio)	3.9	—

## (2) Status of Complaint

The number of newly accepted complaints in the relevant FY was 975 cases, down by 177 cases (15.4%) compared with the previous FY. The reason for such decrease was the same as that of newly claimed mediation cases.

The number of concluded cases was down by 199 cases (16.4%) compared with the previous FY to 1,015 cases.

(Unit: Case)

	FY 2013	FY 2012
Number of Newly Accepted Cases	975	1,152
Number of Concluded Cases	1,015	1,214
Number of Pending Cases at the End of the Relevant Fiscal Year	44	84

(Note) The number of pending cases in the FY 2012 report was changed (six cases were added).

### 1) Number of Claim Cases by Category

Among the number of claim cases by category in the relevant FY, the number of “Complaints concerning Sale and Purchase Transactions” was the largest, at 408 cases, whose composition ratio was up by 16.1 points to 41.8% compared with the previous FY. On the other hand, the ratio of “Complaints concerning Solicitation” that accounted for approximately 50% in the previous FY was down by 19.5 points to 33.6%.

(Unit: Case, %)

		Solicitation	Sale and Purchase Transactions	Paperwork	Investment Management	Investment Advisory	Others	Total
FY 2013	Number of Cases	328	408	152	1	12	74	975
	(Composition Ratio)	33.6	41.8	15.6	0.1	1.2	7.6	100
FY 2012	Number of Cases	612	296	134	5	5	100	1,152
	(Composition Ratio)	53.1	25.7	11.6	0.4	0.4	8.7	100

(Note)

“Complaints concerning Solicitation” mean complaints about a violation of the duty of explanation, violation of the suitability principle, misleading solicitation, and the like.

“Complaints concerning Sale and Purchase Transactions” mean complaints about transactions without permission, the failure of execution of sale and purchase transactions, and the like.

“Complaints concerning Paperwork” mean complaints about the failure or delay of paperwork and procedures for deposits and withdrawals, and the like.

“Complaints concerning Investment Management” mean complaints related to the discretionary investment/fund management and investment trust management business, and the like.

“Complaints concerning Investment Advisory” mean complaints about the service, etc. to give advice regarding investment decisions.

“Other Complaints” mean complaints that are not classified into any category.



2) Breakdown by Category

When we look at the breakdown (composition ratio) by category in the relevant FY, the ratio of “Complaints regarding the Duty of Explanation at the Time of Solicitation” decreased by 9.5 points (13.4%) and “Complaints regarding Suitability” was down by 10.7 points (6.6%), compared with the previous FY. On the other hand, “General Complaints regarding Sale and Purchase” increased by 9.3 points to 18.2%, the highest among the categories.

<Main Complaints concerning Solicitation> (Unit: Case, %)

	FY 2013	FY 2012
Complaints regarding the Duty of Explanation at the Time of Solicitation	131 (13.4)	264 (22.9)
Complaints regarding Suitability	64 (6.6)	199 (17.3)
Complaints regarding Aggressive Solicitation	43 (4.4)	62 (5.4)

<Main Complaints concerning Sale and Purchase Transactions> (Unit: Case, %)

	FY 2013	FY 2012
General Complaints regarding Sale and Purchase	177 (18.2)	102 (8.9)
Complaints regarding Transactions without Permission	85 (8.7)	59 (5.1)
Complaints regarding System Failures	52 (5.3)	43 (3.7)

(Reference)

“General Complaints regarding Sale and Purchase” mean complaints that are classified into “Complaints concerning Sale and Purchase Transactions” but are not classified into any of “Complaints regarding Transactions without Permission,” “Complaints regarding Excessive Purchase and Sale,” “Complaints regarding Dealer Initiative,” “Complaints regarding Failure of Execution of Sale and Purchase Transactions,” or “Complaints regarding System Failures.” The following cases were reported in the relevant FY:

- i. Although a customer requested to sell investment trusts, such request was not accepted and a loss expanded as a result.
- ii. On the Internet margin transaction of stocks, although a customer remitted the amount of margin call displayed on the screen, the margin transaction was compulsorily settled due to an insufficient margin call.
- iii. Although a customer requested to sell holding stocks, a sales representative forgot to do it.
- iv. Although a sales representative agreed to inform a customer when the market price of its holding stocks declined to less than half of the purchase price, the sales representative did not inform the customer when the condition was met and a loss expanded as a result.
- v. As no purchase execution report was sent, a customer lost an opportunity to sell.

<Main Complaints concerning Paperwork> (Unit: Case, %)

	FY 2013	FY 2012
Complaints regarding Deposit and Withdrawal of Money, and Incoming and Outgoing Transfer of Funds	42 (4.3)	27 (2.3)
Complaints regarding Opening or Transfer of Accounts	21 (2.2)	26 (2.3)
Complaints regarding Paperwork in connection with Shares	18 (1.8)	12 (1.0)

<Main Complaints concerning Investment Advisory> (Unit: Case, %)

	FY 2013	FY 2012
Complaints regarding an Advisory Agreement	9 (0.9)	2 (0.2)
Complaints regarding the Contents of Advisory	3 (0.3)	2 (0.2)

<Main Complaints concerning Other Cases> (Unit: Case, %)

	FY 2013	FY 2012
Complaints regarding Grievance against the Company	63 (6.5)	84 (7.3)
Complaints regarding Fraud and Embezzlement	6 (0.6)	8 (0.7)
Complaints regarding Merchantability	3 (0.3)	3 (0.3)

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

3) Number of Claim Cases by Financial Instruments and Services

Among the number of claim cases by financial instruments and services in the relevant FY, the number of claims about “Stocks” was the highest at 424 cases, due in part to stable market condition, whose composition ratio was up by 16.2 points to 43.5% compared to the previous FY. On the other hand, the ratio of claims about “Financial Futures, etc. (including currency options)” was down by 8.3 points to 9.6%, from 17.9% in the previous FY.

(Unit: Case, %)

	FY 2013		FY 2012	
	Number of Cases	(Composition Ratio)	Number of Cases	(Composition Ratio)
Stocks	424	43.5	315	27.3
Bonds	158	16.2	258	22.4
Investment Trusts	208	21.3	235	20.4
Derivatives	130	13.4	268	23.3
Securities-Related	24	2.5	14	1.2
Financial Futures, etc.	94	9.6	206	17.9
CFD	5	0.5	5	0.4
Others	7	0.7	43	3.7
Type II Financial Instruments	13	1.3	14	1.2
Investment Management	1	0.1	7	0.6
Investment Advisory	0	—	0	—
Others	41	4.2	55	4.8
Total	975	100	1,152	100

4) Number of Claim Cases by Type of Business

Among the claim cases by type of business in the relevant FY, the number of claims about “Securities Company” was still the largest at 829 cases. When we look at the composition ratio, as the ratio of “Registered Financial Institution” decreased compared to the previous FY, the ratio of “Securities Company” was relatively up.

(Unit: Case, %)

		Securities Company	Registered Financial Institution	FX Operator	Others	Total
FY 2013	Number of Cases	829	77	29	40	975
	(Composition)	85.0	7.9	3.0	4.1	100

	Ratio)					
FY 2012	Number of Cases	856	223	43	30	1,152
	(Composition Ratio)	74.3	19.4	3.7	2.6	100

(Note) “Others” mean investment advisory companies and other business operators engaged in FX operations.

#### 5) Breakdown by Individuals and Corporations

When we look at the ratio of individuals and corporation in the relevant FY, as the number of cases concerning “Derivatives (including currency options)” decreased on a year-on-year basis, the ratio of “Corporation” was down and that of “Individual” was relatively up.

(Unit: Case, %)

		Individual		Corporation
		Male	Female	
FY 2013	Number of Cases	575	340	60
	(Composition Ratio)	59.0	34.9	6.2
FY 2012	Number of Cases	596	358	198
	(Composition Ratio)	51.7	31.1	17.2

#### 6) Breakdown by Region

(Unit: Case, %)

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2013	Number of Cases	25	22	547	134	7	141	14	22
	(Composition Ratio)	2.6	2.3	56.1	13.7	0.7	14.5	1.4	2.3
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

		Kyushu	Others
FY 2013	Number of Cases	62	1
	(Composition Ratio)	6.4	0.1
FY 2012	Number of Cases	63	0
	(Composition Ratio)	5.5	—

(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 accepted cases of consultation in the relevant FY was 7,406 cases, up by 1,270 (20.7%) compared with the previous FY. We guess that the above results are due to significant number of consultations about Financial Instruments Business Operators whose registration was expired in addition to consultations presumably affected by a steady market condition (such as consultations about purchase and sale transactions and consultations about Internet transactions) and consultations about the newly established preferential tax treatment for investment (“The Nippon Individual Savings Account (NISA)”).

(Unit: Case)

	FY 2013	FY 2012
Number of Newly Accepted Cases	7,406	6,136

#### 1) Number of Consultation Cases by Category

Among the consultation cases by category in the relevant FY, the number of “Consultations regarding the Laws, Regulations, and Practices on Financial Instruments Trading” remained the largest at 2,703 cases (increase by 980 cases), whose composition ratio was up by 8.4 points to 36.5% compared to the previous FY. The ratio of “Consultations regarding Sale and Purchase Transactions” was also up by 2.4 points and “Others” (such as consultations regarding the bankruptcy of Financial Instruments Business Operators) increased by 1.9 points, as many consultations were made about Financial Instruments Business Operators whose registration was expired. On the other hand, the number of “Consultations regarding Solicitation” was down by 13.1 points.

(Unit: Case, %)

		Laws, Regulations and Practices on Financial Instruments Trading, etc.	Solicitation	Sale and Purchase Transactions	Paperwork	Investment Management	Investment Advisory	Others	Total
FY 2013	Number of Cases	2,703	814	1,228	649	2	66	1,944	7,406
	(Composition Ratio)	36.5	11.0	16.6	8.8	0.0	0.9	26.2	100
FY 2012	Number of Cases	1,723	1,481	872	523	20	28	1,489	6,136
	(Composition Ratio)	28.1	24.1	14.2	8.5	0.3	0.5	24.3	100

(Note)

“Consultations regarding the Laws, Regulations, and Practices on Financial Instruments Trading” mean questions and comments on general laws, regulations, and practices on financial instruments trading, statutory books, account opening, mediation system, and the like.

“Consultations regarding Solicitation” mean questions and comments on the duty of explanation at the time of solicitation, suitability principle, and the like.

“Consultations regarding Sale and Purchase Transactions” mean questions and comments on sale and purchase transactions, and the like.

“Consultations regarding Paperwork” mean questions and comments on paperwork and procedures for deposits and withdrawals, and the like.

“Consultations regarding Investment Management” mean questions and comments on the discretionary investment/fund management and investment trust management business, and the like.

“Consultations regarding Investment Advisory” mean questions and comments on service, etc. to give advice regarding investment decisions.

“Others” means questions and comments that are not classified into any category. Consultations about unlisted stocks, etc. (including bonds and funds) are classified into “Others.”

## 2) Breakdown by Category

Among the breakdown (composition ratio) by category in the relevant FY, in comparison with the previous FY, the ratio of “Consultations regarding the Bankruptcy of Financial Instruments Business Operators” was up by 5.7 points, “Consultations regarding Securities Tax System” was up by 3.9 points, and “General Consultations regarding Sale and Purchase” was up by 3.3 points.

On the other hand, the ratio of “Consultations regarding the Duty of Explanation” was down by 6.0 points, “Consultations regarding Aggressive Solicitation” was down by 3.1 points, and “Consultations regarding Suitability” was down by 2.1 points.

<Main Questions and Comments concerning the Laws, Regulations, and Practices on Financial Instruments Trading, etc.> (Unit: Case, %)

	FY 2013	FY 2012
Consultations regarding the Operation of FINMAC	640 (8.6)	441 (7.2)
Consultations regarding the Laws, Regulations, and Practices on Financial Instruments Trading	436 (5.9)	411 (6.7)
Consultations regarding Securities Tax System	387 (5.2)	78 (1.3)

(Reference)

- i. “Consultations regarding the Operation of FINMAC” mean questions and comments on the operation of FINMAC such as the mediation system and cases handled by FINMAC.
- ii. “Consultations regarding the Laws, Regulations, and Practices on Financial Instruments Trading” mean general questions and comments on the laws, regulations, and practices on financial instruments trading. The following is a list of cases accepted in the relevant FY.
  - a. As I plan to start a margin transaction, please give me a summary of the system and tell me the points to be checked.
  - b. I am planning to start FX trading. Although I have an experience in trading gold futures, please explain the difference of trading structure between the gold futures and futures trading.
  - c. While I am solicited from the securities company to purchase a Russian Ruble-denominated corporate bond, please explain about the OTC transactions.
  - d. When I tried to sell stocks that are held by an employees’ stockholding system of the company, I was told that an account should be opened at a securities company. Is it true that I need to open the account at a securities company?
  - e. Can a student open an account at a securities company? (inquiry from the Consumer Center)

<Main Questions and Comments concerning Solicitation> (Unit: Case, %)

	FY 2013	FY 2012
Consultations regarding the Duty of Explanation	349 (4.7)	658 (10.7)
Consultations regarding Aggressive Solicitation	194 (2.6)	347 (5.7)
Consultations regarding Suitability	141 (1.9)	245 (4.0)

<Main Questions and Comments concerning Sale and Purchase Transactions> (Unit: Case, %)

	FY 2013	FY 2012
General Consultations regarding Sale and Purchase	662 (8.9)	342 (5.6)
Consultations regarding Dealer Initiative	152 (2.1)	179 (2.9)
Consultations regarding Transactions without Permission	129 (1.7)	144 (2.3)

(Reference)

The following is a list of cases accepted as “General Consultations regarding Sale and Purchase”:

- i. Although I agreed to purchase a structured bond after solicitation, I am concerned about the products after reading materials again. Can I cancel the purchase order?
- ii. (In the case of a father who is 80 years old) As his ability to make a decision is deteriorating, can his child sell stocks on his behalf?
- iii. The margin transaction was compulsorily settled. It is unacceptable that no notice was made by telephone or mail.
- iv. Please let me know how to sell holding stocks.
- v. As I plan to conduct Internet stock trading for the first time, please let me know how to make an order on the trading screen.

<Main Questions and Comments concerning Paperwork> (Unit: Case, %)

	FY 2013	FY 2012
Consultations regarding Opening, Transfer, etc. of Accounts	205 (2.8)	138 (2.2)
Consultations regarding Deposit and Withdrawal of Money, and Incoming and Outgoing Transfer of Funds	169 (2.3)	110 (1.8)
Consultations regarding Commission	57 (0.8)	56 (0.9)

<Other Main Questions and Comments> (Unit: Case, %)

	FY 2013	FY 2012
Comments regarding Financial Instruments Business Operators	537 (7.3)	475 (7.7)
Consultations regarding the Bankruptcy of Financial Instruments Business Operators	513 (6.9)	76 (1.2)
Consultations regarding Other Industries	512 (6.9)	403 (6.6)

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

(Reference)

“Consultations regarding the Bankruptcy of Financial Instruments Business Operators” include consultations about Financial Instruments Business Operators whose registration was expired.

### 3) Number of Consultation Cases by Financial Instruments and Services

Among the number of consultation cases by financial instruments and services in the relevant FY, the number of consultations about “Stocks” was the highest at 2,835 cases, the ratio of which was up by 6.0 points to 38.3% compared with the previous FY. On the other hand, the ratio of consultations about “Investment Trusts,” which had accounted for 22.9% in the previous FY, was down by 6.1 points to 16.8%, and “Bonds” was down by 5.9 points to 11.0% from 16.9%.

(Unit: Case, %)

	FY 2013		FY 2012	
	Number of Cases	(Composition Ratio)	Number of Cases	(Composition Ratio)
Stocks	2,835	38.3	1,981	32.3
Bonds	814	11.0	1,040	16.9
Investment Trusts	1,246	16.8	1,408	22.9
Derivatives	546	7.4	429	7.0
Securities-Related	103	1.4	44	0.7
Financial Futures, etc.	411	5.5	358	5.8
CFD	23	0.3	18	0.3
Others	9	0.1	9	0.1
Type II Financial Instruments	533	7.2	97	1.6
Investment Management	14	0.2	22	0.4
Investment Advisory	0	—	0	—
Others	1,418	19.1	1,159	18.9
Total	7,406	100	6,136	100

## 4) Number of Consultation Cases by Type of Business

(Unit: Case, %)

		Securities Company	Registered Financial Institution	FX Operator	Securities Intermediary Service Providers	Others	Total
FY 2013	Number of Cases	5,009	437	153	11	1,796	7,406
	(Composition Ratio)	67.6	5.9	2.1	0.1	24.3	100
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

(Note)

“Others” mean investment advisory companies and other business operators engaged in FX operations. It also includes Financial Instruments Business Operators whose registration was expired.

## 5) Breakdown by Individuals and Corporations

(Unit: Case, %)

		Individual		Corporation
		Male	Female	
FY 2013	Number of Cases	4,080	2,932	394
	(Composition Ratio)	55.1	39.6	5.3
FY 2012	Number of Cases	3,286	2,464	386
	(Composition Ratio)	53.6	40.2	6.3

6) Breakdown by Region

(Unit: Case, %)

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2013	Number of Cases	174	180	3,055	785	51	1,062	104	141
	(Compositio n Ratio)	2.3	2.4	41.3	10.6	0.7	14.3	1.4	1.9
FY 2012	Number of Cases	144	127	2,401	647	98	957	204	119
	(Compositio n Ratio)	2.3	2.1	39.1	10.5	1.6	15.6	3.3	1.9

		Kyushu	Others
FY 2013	Number of Cases	373	1,481
	(Compositio n Ratio)	5.0	20.0
FY 2012	Number of Cases	296	1,143
	(Compositio n Ratio)	4.8	18.6

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

END