Contact Information for Registering Complaints

We value feedback from our clients and strive to improve our services accordingly. If you have any concerns or complaints, please feel free to contact us using the information below.

Complaints may be registered to ABN AMR Clearing Tokyo Co., LTD.

Contact Details
ABN AMRO Clearing Tokyo Co., LTD
ATTN: AACT Representative Director
39/F, Atago Green Hills MORI Tower
2-5-1 Atago, Minato-Ku, Tokyo 105-6239 Japan
TEL: +81 3-5425-9900
Hours of Operation: Mon through Fri / 9:00-17:00 (excluding national holidays)

Disputes regarding Financial Instruments Business may also be registered via the Financial Instruments Mediation Assistance Center ("FINMAC"). This center is delegated the service regarding resolutions of complaints etc. from Financial Instruments Firms Association of which the Company is a member and accepts and processes complaints etc. from clients related to the Financial Instrument Business.

Contact details
Financial Instruments Mediation Assistance Center (FINMAC)
Daini Shoken Kaikan, 2-1-1 Kayaba-cho, Nihonbashi, Chuo-ku, Tokyo
TEL: 0120-64-5005
Hours of Operation: Mon through Fri / 9:00-17:00 (excluding national holidays)

Please note that all personal information received will be handled with strict confidentiality and used solely to improve our services.