

Natixis Japan Securities Co., Ltd.

Solicitation policy

In compliance with the Law on the Sales of Financial Products, Financial Instruments and Exchange Law and any other related laws, regulations and rules, always endeavour to make solicitation to financial products in a fair manner from the customers' standpoint.

Upon solicitation, we always regard the winning of the customers' trust as the first consideration and devote ourselves to the solicitation for the interest of the customers, observing the laws and regulations concerned.

We fully comprehend the customers' experience in transactions, the purpose of transactions, assets, etc. and endeavour to make solicitation in conformity with the customers' intention and real conditions.

We recommend products suitable to the customers in consideration of the customers' knowledge in financial products, experience in transactions of financial products, the purpose of transactions and the conditions of the assets.

When we recommend financial products to the customers, we explain to the customers, in consideration of the depth of their knowledge and experience, the important matters, such as the details and nature of the products and the risks, and offer adequate and correct information, so that the customers can fully understand them and make transactions under their own judgement and responsibility. We never inform the customers of anything different from the fact, offer decisive judgements, make misleading explanations, or commit dishonest acts.

We make solicitation in full consideration of the customers' life and business. We never make solicitation by a telephone call or paying a visit in a period of time when it is not convenient to the customers. When you feel inconvenience by our solicitation, please inform our salesperson of this effect.

We endeavour to strengthen our internal control system and make sufficient training to our staff members, to ensure appropriate solicitation. Our staff members always endeavour to acquire the knowledge to meet the customers' trust and expectation. Should you find anything in this respect, please feel free to contact Compliance Department.