

About Customer Complaint and Dispute Resolution

We will respond promptly and appropriately to complaints from customers, in collaboration with internal and external organizations. In regard to complaints etc., please inform the department in charge or the Compliance Department.

Natixis Japan Securities Co., Ltd.
Ark Hills South Tower
1-4-5 Roppongi, Minato-ku, Tokyo 106-0032
Compliance Department (03-4519-2120)

External organization

Type 1 financial product trading business and type 2 financial product trading business:

FINMAC.

Phone number: 0120-64-5005 (toll-free)
Reception hours: Monday - Friday (excluding public holidays) (9: 00 ~ 17: 00)

Money Lending Business:

Money lending business counseling and dispute resolution center

Phone number: 0570-051-051 or 03-5739-3861
Reception hours: Monday - Friday (excluding holidays) (9: 00 ~ 17: 30)