

Implementation Status of Dispute Resolution Business in FY 2016

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

In FY 2016, FINMAC accepted 152 “Mediation” cases (up 8.6% year on year), 1,226 “Complaint” cases (down 10.8%), and 6,736 “Consultation” cases (down 11.6%). While the number of “Mediation” cases increased from the previous FY, that of “Complaint” and “Consultation” cases decreased.

(Unit: Case)

	Mediation	Complaint	Consultation
FY 2016	152	1,226	6,736
FY 2015	140	1,374	7,616
FY 2014	110	629	9,065

(2) Breakdown by Type of Business Operators

The breakdown of accepted cases in FY 2016 by type of business operators shows that all “Mediation” cases and the majority of “Complaint” and “Consultation” cases involved Self-Regulatory Organizations Affiliate Business Operators.

(Unit: Case)

	Mediation		Complaint		Consultation	
	FY 2016	FY 2015	FY 2016	FY 2015	FY 2016	FY 2015
Self-Regulatory Organizations Affiliate Business Operators	152	140	1,223	1,372	5,708	6,728
Specified Business Operators	0	0	3	2	19	6
Others	0	0	0	0	1,009	882
Total	152	140	1,226	1,374	6,736	7,616

(Notes)

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

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

“Others” mean business operators that do not fall under either of the above types or cases concerning financial instruments and services that are not handled by FINMAC.

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

The breakdown of accepted cases in FY 2016 by Self-Regulatory Organization Affiliate Business Operators shows that with regard to the Japan Securities Dealers Association, while the number of “Mediation” cases increased as compared with the previous FY, that of “Complaint” and “Consultation” cases decreased.

With regard to the Financial Futures Association of Japan, the numbers of all of “Mediation,” “Complaint,” and “Consultation” cases decreased from the previous FY. With regard to the Japan Investment Advisers Association and the Type II Financial Instruments Firms Association, the number of “Complaint” and “Consultation” cases increased from the previous FY.

(Unit: Case)

	Mediation		Complaint		Consultation	
	FY 2016	FY 2015	FY 2016	FY 2015	FY 2016	FY 2015
Japan Securities Dealers Association	133	118	1,070	1,190	5,084	5,970
Financial Futures Association of Japan	14	19	86	129	378	542
Japan Investment Advisers Association	5	3	54	44	169	149
Investment Trusts Association, Japan	0	0	2	4	41	40
Type II Financial Instruments Firms Association	0	0	11	5	36	27
Total	152	140	1,223	1,372	5,708	6,728

(4) Breakdown by Type of Business

The breakdown of accepted cases in FY 2016 by type of business shows that with regard to Type I Financial Instruments Business, while the number of “Mediation” cases increased as compared with the previous FY, that of “Complaint” and “Consultation” cases decreased. The number increased in each of the following cases: “Complaint” and “Consultation” cases concerning Type II Financial Instruments Business; “Consultation” cases concerning Investment Management Business; and “Complaint” cases concerning Investment Advisory and Agency Business. On the other hand, the number of “Complaint” and “Consultation” cases concerning Registered Financial Institution Business fell from the previous FY.

(Unit: Case)

	Mediation		Complaint		Consultation	
	FY 2016	FY 2015	FY 2016	FY 2015	FY 2016	FY 2015
Type I Financial Instruments Business	143	131	1,107	1,263	5,109	6,089
Type II Financial Instruments Business	0	0	14	7	54	37
Investment Management Business	4	3	35	38	130	113
Investment Advisory and Agency Business	1	0	21	10	73	74
Registered Financial Institution Business	4	6	49	56	330	387
Other Businesses					1,040	916
Total	152	140	1,226	1,374	6,736	7,616

(Note) “Other Businesses” mean businesses related to instruments and services that are not handled by FINMAC.

(5) Breakdown by Financial Instruments and Services

The breakdown of accepted cases in FY 2016 by financial instruments and services shows that, as was the case with the previous FY, cases concerning “Stocks” accounted for the largest portion of each of “Mediation,” “Complaint,” and “Consultation” cases, followed by cases concerning “Investment Trusts” and those concerning “Bonds.”

(Unit: Case)

	Mediation		Complaint		Consultation	
	FY 2016	FY 2015	FY 2016	FY 2015	FY 2016	FY 2015
Stocks	53	49	418	482	2,186	3,072
Bonds	36	29	276	279	756	838
Investment Trusts	42	32	292	332	1,090	1,290
Derivatives	17	27	123	174	473	653
Securities-Related	0	4	15	32	38	55
Financial Futures, etc.	14	19	87	129	396	550
CFD	2	3	18	11	37	43
Others	1	1	3	2	2	5
Type II Financial Instruments	0	0	13	7	59	41
Investment Management	4	3	33	34	91	78
Investment Advisory	0	0	0	0	0	0
Others	0	0	71	66	2,081	1,644
Total	152	140	1,226	1,374	6,736	7,616

(Notes)

- (i) “Derivatives (Financial Futures, etc.)” include currency options, interest rate and foreign exchange futures, foreign exchange margin trading (FX), etc.
- (ii) “Derivatives (Others)” include interest rate and foreign exchange swaps, weather derivatives, etc.
- (iii) “Type II Financial Instruments” include beneficial interests of a trust, interests in collective investment scheme, commodity funds, etc.
- (iv) “Others” include cases that are not relevant to the types of financial instruments or services.

2. Status of Mediation, Complaint, and Consultation

(1) Status of Mediation

The number of newly claimed cases of “Mediation” in FY 2016 increased by 12 cases from 140 cases in the previous FY to 152 cases (up 8.6%), presumably because the stock market had been stagnant and the yen had continued to be strong from the summer of FY 2015 through the first half of FY 2016.

The number of concluded cases of “Mediation” rose from 125 cases in the previous FY to 154 cases in FY 2016 (up 23.2%).

(Unit: Case)

Mediation	FY 2016	FY 2015
Number of Newly Claimed Cases	152	140
Number of Concluded Cases	154	125
Settlement	74	62
Unresolved	67	55
Withdrawal	13	8
Number of Pending Cases at Year-End	38	40

1) Number of Claim Cases by Category

The breakdown of newly claimed cases in FY 2016 by category shows that as was the case with the previous FY, the number of “Disputes concerning Solicitation” was the highest at 112 cases, followed by “Disputes concerning Sale and Purchase Transactions,” which totaled 37 cases.

(Unit: Case, %)

		Solicitation	Sale and Purchase Transactions	Paperwork	Investment Management	Investment Advisory	Others	Total
FY 2016	Number of Cases	112	37	2	0	1	0	152
	(Composition Ratio)	73.7	24.3	1.3	0	0.7	0	100
FY 2015	Number of Cases	101	36	3	0	0	0	140
	(Composition Ratio)	72.1	25.7	2.1	0	0	0	100

(Notes) Claim cases are classified into the following depending on what a customer claims:

“Dispute concerning Solicitation” means dispute related to violation of the duty of explanation, violation of the suitability principle, misleading solicitation, etc.

“Dispute concerning Sale and Purchase Transactions” means dispute related to a claim about transactions without permission, execution error of sale and purchase transactions, etc.

“Dispute concerning Paperwork” means dispute related to errors or delay of paperwork, procedures for deposits and withdrawals, etc.

“Dispute concerning Investment Management” means dispute related to the discretionary investment/fund management, investment trust management business, etc.

“Dispute concerning Investment Advisory” means dispute related to services, etc. that give advice on investment decisions.

“Other Dispute” means dispute that is not classified into any categories.

2) Breakdown by Category

The breakdown of main disputes in FY 2016 by category shows that with regard to “Disputes concerning Solicitation,” the number of “Disputes regarding Violation of the Duty of Explanation” was the highest at 57 cases, followed by “Disputes regarding Violation of the Suitability Principle” which totaled 40 cases, as was the case with the previous FY. With regard to “Disputes concerning Sale and Purchase Transactions,” the number of “Disputes regarding

Transactions without Permission” decreased from the previous FY, but that of “Disputes regarding Excessive Sale and Purchase” and “Disputes regarding System Failure” increased.

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

	FY 2016	FY 2015
Disputes regarding Violation of the Duty of Explanation	57 (37.5)	41 (29.3)
Disputes regarding Violation of the Suitability Principle	40 (26.3)	37 (26.4)
Disputes regarding Provision of Conclusive Judgment	8 (5.3)	6 (4.3)

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

	FY 2016	FY 2015
Disputes regarding Transactions without Permission	8 (5.3)	12 (8.6)
Disputes regarding Excessive Sale and Purchase	6 (3.9)	3 (2.1)
Disputes regarding System Failure	6 (3.9)	1 (0.7)

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

3) Number of Claim Cases by Financial Instruments and Services

The breakdown of newly claimed cases in FY 2016 by financial instruments and services shows that as was the case with FY 2015, the number of cases concerning “Stocks” was the highest at 53 cases, followed by cases concerning “Investment Trusts” which totaled 42 cases and those concerning “Bonds,” with 36 cases. In terms of composition ratio, cases concerning “Investment Trusts” and “Bonds” increased as compared with the previous FY, but those concerning “Derivatives” (Financial Futures, etc.) decreased.

(Unit: Case, %)

	FY 2016		FY 2015	
	Number of Cases	Composition Ratio	Number of Cases	Composition Ratio
Stocks	53	34.9	49	35.0
Bonds	36	23.7	29	20.7
Investment Trusts	42	27.6	32	22.9
Derivatives	17	11.2	27	19.3
Securities-Related	0	0	4	2.9
Financial Futures, etc.	14	9.2	19	13.6
CFD	2	1.3	3	2.1
Others	1	0.7	1	0.7
Type II Financial Instruments	0	0	0	0
Investment Management	4	2.6	3	2.1
Investment Advisory	0	0	0	0
Others	0	0	0	0
Total	152	100	140	100

4) Number of Claim Cases by Type of Business

The breakdown of newly claimed cases in FY 2016 by type of business shows that, as was the case with the previous FY, the number of cases involving “Securities Companies” was the highest at 138 cases

(Unit: Case, %)

		Securities Companies	Registered Financial Institutions	FX Operators	Securities Intermediary Business Operators	Others	Total
FY 2016	Number of Cases	138	4	2	0	8	152
	(Composition Ratio)	90.8	2.6	1.3	0	5.3	100
FY 2015	Number of Cases	129	7	0	0	4	140
	(Composition Ratio)	92.1	5.0	0	0	2.9	100

(Note) "Others" mean other business operators who conduct FX business and securities-related business, etc.

5) Breakdown by Individuals and Corporations

The breakdown of newly claimed cases in FY 2016 by individuals and corporations shows that 150 cases were accepted from "Individuals," while two cases were accepted from "Corporations." With regard to cases accepted from "Individuals," the composition ratio of those accepted from "Male" was higher than that from "Female" in contrast to the previous FY, in which the composition ratio of cases accepted from "Female" was higher than that from "Male."

(Unit: Case, %)

		Individuals		Corporations	Total
		Male	Female		
FY 2016	Number of Cases	79	71	2	152
	(Composition Ratio)	52.0	46.7	1.3	100
FY 2015	Number of Cases	61	73	6	140
	(Composition Ratio)	43.6	52.1	4.3	100

6) Breakdown by Region

By region, FINMAC accepted the highest number of newly claimed cases from Tokyo, followed by Osaka and Nagoya in FY 2015. In FY 2016, Tokyo occupies the first place in the regional ranking, followed by Nagoya and Osaka.

(Unit: Case, %)

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2016	Number of Cases	6	6	68	27	0	23	3	5
	(Composition Ratio)	3.9	3.9	44.7	17.8	0	15.1	2.0	3.3
FY 2015	Number of Cases	5	4	57	25	1	32	2	2
	(Composition Ratio)	3.6	2.9	40.7	17.9	0.7	22.9	1.4	1.4

		Kyushu	Others	Total
FY 2016	Number of Cases	14	0	152
	(Composition Ratio)	9.2	0	100
FY 2015	Number of Cases	12	0	140
	(Composition Ratio)	8.6	0	100

(2) Status of Complaint

The number of newly accepted cases of “Complaint” in FY 2016 decreased by 148 cases from the previous FY to 1,226 cases (down 10.8%). Since the end of 2016 when the stock market picked up, the number of such cases has remained lower.

Of all newly accepted cases of “Complaint,” the number of Cases Transmitted to Financial Instruments Business Operators, etc. was 1,115 (down 9.6% year on year), while that of Cases not Transmitted to Financial Instruments Business Operators, etc. on complainers’ wishes or due to other reasons was 111 (down 21.3%). Meanwhile, the number of concluded cases in FY 2016 was 1,254 (down 6.6%).

(Unit: Case)

Item	FY 2016	FY 2015
Number of Newly Accepted Cases	1,226	1,374
Cases Transmitted to Financial Instruments Business Operators, etc.	1,115	1,233
Cases not Transmitted to Financial Instruments Business Operators, etc.	111	141
Number of Concluded Cases	1,254	1,343
Settled Cases	1,102	1,199
Transition to Mediation	152	140
Unresolved	0	2
Others	0	2
Number of Unsettled Cases at Year-End	33	61

1) Number of Claim Cases by Category

The breakdown of newly accepted cases in FY 2016 by category shows that, as was the case with the previous FY, the number of “Complaints concerning Sale and Purchase Transactions” was the highest at 448 cases, followed by “Complaints concerning Solicitation” which totaled 440 cases and “Complaints concerning Paperwork,” with 191 cases.

(Unit: Case, %)

		Sale and Purchase Transactions	Solicitation	Paperwork	Investment Management	Investment Advisory	Others	Total
FY 2016	Number of Cases	448	440	191	4	12	131	1,226
	(Composition Ratio)	36.5	35.9	15.6	0.3	1.0	10.7	100
FY 2015	Number of Cases	515	512	202	4	8	133	1,374
	(Composition Ratio)	37.5	37.3	14.7	0.3	0.6	9.7	100

(Notes) Claim cases are classified into the following depending on what a customer claims:

“Complaints concerning Solicitation” mean complaints related to violation of the duty of explanation, violation of the suitability principle, misleading solicitation, etc.

“Complaints concerning Sale and Purchase Transactions” mean complaints related to a claim about transactions without permission, execution errors of sale and purchase transactions, etc.

“Complaints concerning Paperwork” mean complaints related to errors or delay of paperwork, procedures for deposits and withdrawals, etc.

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

“Complaints concerning Investment Advisory” mean complaints related to services, etc. that give advice on investment decisions.

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

2) Breakdown by Category

The breakdown of main complaints in FY 2016 by category shows that the number of “General Complaints regarding Sale and Purchase” was the highest at 242 cases, followed by “Complaints regarding the Duty of Explanation at the Time of Solicitation” which totaled 202 cases, “Complaints regarding Dissatisfaction with Companies,” with 128 cases, and “Complaints regarding Transactions without Permission,” with 82 cases.

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

	FY 2016	FY 2015
Complaints regarding the Duty of Explanation at the Time of Solicitation	202 (16.5)	223 (16.2)
Complaints regarding Aggressive Solicitation	68 (5.5)	85 (6.2)
Complaints regarding Suitability	73 (6.0)	75 (5.5)

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

	FY 2016	FY 2015
General Complaints regarding Sale and Purchase	242 (19.7)	249 (18.1)
Complaints regarding Transactions without Permission	82 (6.7)	106 (7.7)
Complaints regarding System Failure	39 (3.2)	32 (2.3)

(Note)

“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 Dealer Initiative,” “Complaints regarding Execution Errors of Sale and Purchase Transactions,” and “Complaints regarding System Failure.”

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

	FY 2016	FY 2015
Complaints regarding Deposit and Withdrawal of Money, and Incoming and Outgoing Transfer of Funds	36 (2.9)	62 (4.5)
Complaints regarding Opening or Transfer of Accounts	20 (1.6)	50 (3.6)
Complaints regarding Securities Taxation	20 (1.6)	18 (1.3)

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

	FY 2016	FY 2015
Complaints regarding Advice	8 (0.7)	6 (0.4)
Complaints regarding Advisory Agreements	4 (0.3)	1 (0.1)

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

	FY 2016	FY 2015
Complaints regarding Dissatisfaction with Companies	128 (10.4)	130 (9.5)
Complaints regarding Fraud and Embezzlement	1 (0.1)	1 (0.1)
Complaints concerning IPOs	2 (0.2)	1 (0.1)

(Note) The percentage shown in parentheses is the percentage against the total number of complaints cases in each FY.

3) Number of Claim Cases by Financial Instruments and Services

The breakdown of newly accepted cases in FY 2016 by financial instruments and services shows that, as was the case with FY 2015, the number of cases concerning “Stocks” was the highest at 418 cases, followed by cases concerning “Investment Trusts” which totaled 292 cases and those concerning “Bonds,” with 276 cases. In terms of composition ratio, cases concerning “Bonds” increased as compared with the previous FY, but those concerning “Derivatives” (Financial Futures, etc.) decreased.

(Unit: Case, %)

	FY 2016		FY 2015	
	Number of Cases	Composition Ratio	Number of Cases	Composition Ratio
Stocks	418	34.1	482	35.1
Bonds	276	22.5	279	20.3
Investment Trusts	292	23.8	332	24.2
Derivatives	123	10.0	174	12.6
Securities-Related	15	1.2	32	2.3
Financial Futures, etc.	87	7.1	129	9.4
CFD	18	1.5	11	0.8
Others	3	0.2	2	0.1
Type II Financial Instruments	13	1.1	7	0.5
Investment Management	33	2.7	34	2.5
Investment Advisory	0	0	0	0
Others	71	5.8	66	4.8
Total	1,226	100	1,374	100

4) Number of Claim Cases by Type of Business

The breakdown of newly accepted cases in FY 2016 by type of business shows that, as was the case with the previous FY, the number of cases involving “Securities Companies” was the highest at 1,092 cases

(Unit: Case, %)

		Securities Companies	Registered Financial Institutions	FX Operators	Securities Intermediary Business Operators	Others	Total
FY 2016	Number of Cases	1,092	48	27	2	57	1,226
	(Composition Ratio)	89.1	3.9	2.2	0.2	4.6	100
FY 2015	Number of Cases	1,234	56	44	0	40	1,374
	(Composition Ratio)	89.8	4.1	3.2	0	2.9	100

(Note) “Others” mean other business operators who conduct FX business and securities-related business, etc.

5) Breakdown by Individuals and Corporations

The breakdown of newly accepted cases in FY 2016 by individuals and corporations shows that 1,211 cases were accepted from “Individuals,” while 15 cases were accepted from “Corporations.” With regard to cases accepted from “Individuals,” the composition ratio of those accepted from “Male” was higher than that from “Female,” as was the case with the previous FY.

(Unit: Case, %)

		Individuals		Corporations	Total
		Male	Female		
FY 2016	Number of Cases	726	485	15	1,226
	(Composition Ratio)	59.2	39.6	1.2	100
FY 2015	Number of Cases	779	570	25	1,374
	(Composition Ratio)	56.7	41.5	1.8	100

6) Breakdown by Region

(Unit: Case, %)

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2016	Number of Cases	33	28	512	131	15	270	55	34
	(Composition Ratio)	2.7	2.3	41.8	10.7	1.2	22.0	4.5	2.8
FY 2015	Number of Cases	26	25	593	159	30	356	71	31
	(Composition Ratio)	1.9	1.8	43.2	11.6	2.2	25.9	5.2	2.3

		Kyushu	Others
FY 2016	Number of Cases	75	73
	(Composition Ratio)	6.1	6.0
FY 2015	Number of Cases	75	8
	(Composition Ratio)	5.5	0.6

(Note) "Others" mean complaints cases for which initiation locations cannot be identified (i.e., through a mobile phone).

(3) Status of Consultation

The number of accepted cases of “Consultation” in FY 2016 decreased by 880 cases from the previous FY to 6,736 cases (down 11.6%). Effective from FY 2015, cases concerning “the presentation of dissatisfaction that is not transmitted to Operators,” which had been dealt as “Consultation” so far, are included in “Complaint,” and we conduct profounder hearings about the users’ cases.

(Unit: Case)

	FY 2016	FY 2015
Number of Accepted Cases	6,736	7,616

(Note) Consultation includes inquiries, opinions, requests, and questions concerning the methods to handle cases. In addition, consultation by people other than an account holder (such as relatives, acquaintances, Consumer Affairs Centers, etc.) and consultation of cases that are not covered by FINMAC are included.

1) Number of Consultation Cases by Category

The breakdown of accepted cases in FY 2016 by category shows that the number of “Consultations regarding Laws, Regulations, and Practices on Financial Instruments Trading, etc.” was the highest at 2,594 cases, followed by “Consultations regarding Sale and Purchase Transactions” which totaled 1,351 cases, “Others,” with 1,156 cases, and “Consultations regarding Paperwork,” with 967 cases.

(Unit: Case, %)

		Laws, Regulations, and Practices on Financial Instruments Trading, etc.	Sale and Purchase Transactions	Paperwork	Solicitation	Investment Management	Investment Advisory	Others	Total
FY 2016	Number of Cases	2,594	1,351	967	604	29	35	1,156	6,736
	(Composition Ratio)	38.5	20.1	14.4	9.0	0.4	0.5	17.2	100
FY 2015	Number of Cases	3,484	1,240	1,042	724	12	34	1,080	7,616
	(Composition Ratio)	45.7	16.3	13.7	9.5	0.2	0.4	14.2	100

(Notes)

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

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

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

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

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

“Others” mean questions and comments that are not classified into any categories (including consultation about unlisted stocks, etc. (including bonds and funds)).

2) Breakdown by Category

The breakdown of main questions and comments in FY 2016 by category shows that the number of “Consultations regarding Securities Companies” was the highest at 1,402 cases, followed by “General Consultations on Sale and Purchase” which totaled 915 cases, and “Consultations regarding Other Industries,” with 688 cases.

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

	FY 2016	FY 2015
Consultations regarding Securities Companies (including Inquiries to a Contact Window)	1,402 (20.8)	1,148 (15.1)
Consultations regarding the Operation of FINMAC	376 (5.6)	762 (10.0)
Consultations regarding Marketability	327 (4.9)	506 (6.6)

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

	FY 2016	FY 2015
General Consultations on Sale and Purchase	915 (13.6)	863 (11.3)
Consultations regarding Laws, Regulations, and Practices on Financial Instruments Trading, etc.	238 (3.5)	146 (1.9)
Consultations regarding Transactions without Permission	76 (1.1)	79 (1.0)

<Main Questions and Comments concerning “Consultations regarding Paperwork”> (Unit: Case, %)

	FY 2016	FY 2015
Consultations regarding Opening, Transfer, etc. of Accounts	234 (3.5)	411 (5.4)
Consultations regarding Deposit and Withdrawal of Money, and Incoming and Outgoing Transfer of Funds	144 (2.1)	227 (2.9)
Consultations regarding Securities Companies	237 (3.5)	106 (1.4)

<Main Questions and Comments concerning “Others”> (Unit: Case, %)

	FY 2016	FY 2015
Consultations regarding Other Industries	688 (10.2)	524 (6.9)
General Consultations on Services Provided by Financial Instruments Business Operators	197 (2.9)	309 (4.1)
Consultations on Insurance	118 (1.8)	54 (0.7)

(Notes)

- The percentage shown in parentheses is the percentage against the total number of consultation cases in each fiscal year.
- “Consultations regarding the Operation of FINMAC” mean questions and comments on the FINMAC business such as the mediation system provided by FINMAC and cases FINMAC can handle.

3) Number of Consultation Cases by Financial Instruments and Services

The breakdown of accepted cases in FY 2016 by financial instruments and services shows that the number of cases concerning “Stocks” was the highest at 2,186 cases, followed by cases concerning “Others” which totaled 2,081 cases, those concerning “Investment Trusts,” with 1,090 cases, and those concerning “Bonds,” with 756 cases.

(Unit: Case, %)

	FY 2016		FY 2015	
	Number of Cases	Composition Ratio	Number of Cases	Composition Ratio
Stocks	2,186	32.5	3,072	40.3
Bonds	756	11.2	838	11.0
Investment Trusts	1,090	16.2	1,290	16.9
Derivatives	473	7.0	653	8.6
Securities-Related	38	0.6	55	0.7
Financial Futures, etc.	396	5.9	550	7.2
CFD	37	0.5	43	0.6
Others	2	0.0	5	0.1
Type II Financial Instruments	59	0.9	41	0.5
Investment Management	91	1.4	78	1.0
Investment Advisory	0	0	0	0
Others	2,081	30.9	1,644	21.5
Total	6,736	100	7,616	100

4) Number of Consultation Cases by Type of Business

The breakdown of accepted cases in FY 2016 by type of business shows that the number of cases involving “Securities Companies” was the highest at 5,078 cases, followed by cases involving “Registered Financial Institutions” which totaled 533 cases, and those involving “FX Operators,” with 148 cases.

(Unit: Case, %)

		Securities Companies	Registered Financial Institutions	FX Operators	Securities Intermediary Business Operators	Others	Total
FY 2016	Number of Cases	5,078	533	148	14	963	6,736
	(Composition Ratio)	75.4	7.9	2.2	0.2	14.3	100
FY 2015	Number of Cases	5,947	524	193	13	939	7,616
	(Composition Ratio)	78.1	6.9	2.5	0.2	12.3	100

(Note) “Others” mean investment advisory companies and other business operators who conduct FX operations, etc. It also includes Financial Instruments Business Operators whose registration expired.

5) Breakdown by Individuals and Corporations

The breakdown of accepted cases in FY 2016 by individuals and corporations shows that 6,477 cases were accepted from “Individuals,” while 259 cases were accepted from “Corporations.” With regard to cases accepted from “Individuals,” the composition ratio of those accepted from “Male” was higher than that from “Female,” as was the case with the previous FY.

(Unit: Case, %)

		Individuals		Corporations	Total
		Male	Female		
FY 2016	Number of Cases	3,676	2,801	259	6,736
	(Composition Ratio)	54.6	41.6	3.8	100
FY 2015	Number of Cases	4,275	3,048	293	7,616
	(Composition Ratio)	56.1	40.0	3.8	100

6) Breakdown by Region

(Unit: Case, %)

		Hokkaido	Tohoku	Tokyo	Nagoya	Hokuriku	Osaka	Chugoku	Shikoku
FY 2016	Number of Cases	129	129	2,574	695	80	963	189	119
	(Composition Ratio)	1.9	1.9	38.2	10.3	1.2	14.3	2.8	1.8
FY 2015	Number of Cases	138	174	2,807	752	106	876	170	123
	(Composition Ratio)	1.8	2.3	36.9	9.9	1.4	11.5	2.2	1.6

		Kyushu	Others
FY 2016	Number of Cases	283	1,575
	(Composition Ratio)	4.2	23.4
FY 2015	Number of Cases	406	2,064
	(Composition Ratio)	5.3	27.1

(Note) "Others" mean consultation cases for which initiation locations cannot be identified (i.e., through a mobile phone).