

April 1, 2014
Revised on November 26, 2015
Revised on February 20, 2017
(Effective from July 24, 2017)

Complaints Consultation Management Rule of JBATA

(Objective)

Article 1 This Rule sets forth processes and procedures for the *Ippan Shadan Hojin* JBA TIBOR Administration (“JBATA”) to manage, complaints/consultation from the JBA TIBOR users in a fair and appropriate manner as defined in Article 24 of the JBA TIBOR Operational Rule (“Operational Rule”) to ensure the accuracy and reliability of the JBA TIBOR.

(Definition)

Article 2 The definition of the terms used in this Rule shall be as set out in the following paragraphs and shall be in accordance with the provisions of the Operational Rule, unless otherwise specified in this Rule.

(i) Complaints

This term shall mean expression of dissatisfaction and disagreement in relation to the JBA TIBOR operation, official rates and other relevant matters.

(ii) Consultation

This term shall mean inquiries and consultation in relation to the JBA TIBOR which does not fall under the preceding paragraph.

(Establishment of a liaison office and its publication)

Article 3 (1) In order to achieve the objective as stated in Article 1, the JBATA shall establish within the JBA TIBOR Oversight Committee Office (“Oversight Committee Office”) a liaison office that addresses complaints/consultation from the JBA TIBOR users, etc.

(2) The JBATA shall publish the contact information of the liaison office as set forth in the preceding paragraph on its website.

(3) The JBATA shall receive complaints/consultation from the JBA TIBOR users, etc. via emails, on the phone, or by mail.

(4) The hours of operation pursuant hereto are from 9:00 am till noon and from 1:00 pm till 5:00 pm every day from Monday to Friday, excluding

bank holidays specified in the Banking Act.

(Reporting to reference banks the contents of complaints/consultation received)

Article 4 (1) Where the contents of a complaint or consultation received relate to certain reference banks, etc., the Oversight Committee office shall in principle report to the relevant reference banks, etc. after confirming the intent of a person making such complaint/consultation unless such person does not wish the office to do so.

(2) Notwithstanding the preceding paragraph, if it is deemed inappropriate to report to the relevant reference banks, etc. the contents of the complaint or consultation received, the Oversight Committee office shall not report to such reference banks, etc. upon confirming the intent of a person making such complaint/consultation. In this case, the office shall escalate such non-reporting along with its reasons when reporting to the Oversight Committee pursuant to paragraph (2) of Article 5.

(Investigation of and response to complaints/consultation received)

Article 5 (1) If it is deemed necessary to ascertain the facts of the complaints/consultation received, the Oversight Committee office shall promptly examine such matters as inquiring with the reference bank.

(2) The Oversight Committee office shall ascertain the contents and facts of the complaints/consultation received as well as the actions taken, and report the results to the Oversight Committee after classifying matters received into either a complaint or consultation.

(3) Specific actions to be taken for the complaints/consultation shall be considered and implemented by the responsible department at the JBATA (including a notification of the result of actions taken to address a complaint to those who made that complaint). The Oversight Committee office shall periodically report to the Oversight Committee the progress of implementing such actions and the Oversight Committee shall confirm it. After confirming the situation the Oversight Committee shall recommend to the Board necessary actions, for example, outsourcing review of benchmarks to an external institution, according to the need.

(4) Notwithstanding the preceding paragraph, if the contents of the complaints/consultation received by the Oversight Committee office fall under the consultation as defined in item (ii), paragraph (1) of Article 2 and can be responded to immediately, including simple investigation of the facts related with the JBA TIBOR, the Oversight Committee office or

the JBA TIBOR Operation Department shall respond to them and report the results to the Oversight Committee pursuant to paragraph (2) hereof.

- (5) If the Board receives recommendations from the Oversight Committee pursuant to paragraph (3) hereof, it shall take necessary actions, including instructing the JBA TIBOR Administration Committee and the JBA TIBOR Planning Committee to take appropriate actions. The Oversight Committee office shall report to the Oversight Committee the progress of the actions that the Board has taken for the recommendations received from the Oversight Committee.

(Response to a person making a complaint or requesting consultation)

Article 6 In the event that the JBA TIBOR users, etc. make a complaint or request consultation, the JBATA shall strive to receive in good faith and respond to those matters in a prompt and appropriate manner.

- (2) In receiving and responding to complaints/consultation, the Oversight Committee office shall strive to maintain a fair and impartial attitude at all times as well as listen carefully to the background and reasons from the JBA TIBOR users, etc. who have made a complaint or requested consultation.

(Confidentiality)

Article 7 An employee or officer of the JBATA, a member of the JBA TIBOR Planning Committee, Administration Committee, and the Oversight Committee or a person who was formerly in such a position shall not disclose any confidential information he/she has obtained during the course of the complaints/consultation process unless a valid reason exists, such as a request under the laws and regulations.

(Retention of related documents)

Article 8 The JBATA shall record the receipt of, and response to, complaints/consultation and retain such records along with the related documents for five years.

(Revision to this Rule)

Article 9 Revision to, or abolition of, this Rule shall be decided by the Board of Directors of the JBATA.

Supplementary provision

1. Effective date

This Rule shall be effective from April 1, 2014.

(This English translation is provided exclusively as a convenience. Any questions that may arise in interpretation of words and provisions of these rules shall be interpreted in accordance with the Japanese original.)