



## Complaint Policy

December 20, 2012

Japan Credit Rating Agency, Ltd. (“JCR”) will handle all complaints and inquiries (collectively “Complaints, etc.”) appropriately and promptly pursuant to the Financial Instruments and Exchange Act (Act No. 25 of 1948), the Cabinet Office Ordinance Relating to Financial Instruments Businesses, Etc. (Ordinance No. 52 of 2007), the Securities Exchange Act of 1934, and other applicable laws, internal rules and procedures. JCR will utilize all Complaints, etc., that it has received for improving its business practices.

### Contact Information

“Contact us” on JCR’s website ( <https://www.jcr.co.jp/en/contact/> )

Address: 104-0061, Jiji Press Building, Chuo-ku Ginza 5-15-8, Tokyo

Attention: Information Services Dept.

Tel: +81-3-3544-7013

Fax: +81-3-3544-7026

JCR also accepts anonymous complaints, etc. If you provide us your name and contact information, a responsible person will respond to your concerns or inquiries promptly.

### What Does JCR Do with Received Complaints, etc.?

- The Information Services Department of JCR is primarily responsible for responding to Complaints, etc. All objections and comments on JCR’s credit rating activities, however, will be reviewed by the responsible employees in JCR’s rating departments or divisions.
- JCR will appropriately and promptly respond to Complaints, etc. it will receive, and will provide a feedback to the persons who have sent them. However, JCR disclaims any responsibility for responding to anonymously sent Complaints, etc.
- JCR will record and keep all received Complaints, etc. for a certain period of time, so that the Company can refer to them as needed for improving its business practices.

End.