Management of Customer Protection

Basic Approach

Mizuho gives first priority to our customers, and, based on the policy that earning the trust of our customers is the basis for ensuring sound management and earning the trust of other stakeholders, we will continuously verify and improve the operations of the Group from the perspective of customers in order to ensure adequacy of operations and improve customer convenience as well as compliance, and manage customer protection uniformly in the Group.

Overview of Management of Customer Protection Structure

Mizuho defines management of customer protection as described below, clarifying the group management structure as well as management methods, and ensuring that each company draws up customer protection management regulations.

Management of customer protection refers to the management required for achieving the following from the perspective of improving the protection of our customers and improving customer convenience.

1. Ensuring the adequacy and sufficiency of the explanation of transactions, products, etc. as well as the provision of information (explanation of products, etc.) to customers.
2. Ensuring the adequacy and sufficiency of handling customer consultations and complaints, etc. (customer service).
3. Ensuring the adequacy of the management of customer information (management of customer information).
4. Ensuring the adequacy of managing customers and handling of customer information in the event that group operations are outsourced (management of outsourcing).
5. Ensuring the adequacy of the management of the measures to be taken in order to appropriately address various situations of conflicts of interest that have stemmed from transactions with customers (management of conflicts of interest).

In addition to designating the compliance department as the customer protection general management division in each group company, the group companies establish their own management structure by stipulating which divisions are in charge of management of explanation of products, management of customer service, management of customer information, management of outsourcing, and management of conflicts of interest (hereinafter, customer management tasks).

The President & Group CEO of MHFG generally oversees management of customer protection, and also heads the Compliance Committee in which related important matters are discussed. The President & Group CEO also appoints officers responsible for the general management of customer protection in order to promote the Group’s appropriate management. The Compliance Department is in charge of general management and monitors management of each customer management task.

The division responsible for each customer management task draws up and implements proposals concerning the tasks under their jurisdiction. MHFG also provides centralized monitoring and customer protection management activities at the core group companies. The core group companies also manage customer protection management at their own group companies.
Information Management

Accompanying progress in IT, the usage of information has increased substantially, but, on the other hand, cyberattacks have risen in number. This has led to closer scrutiny of the protection of personal information from a social standpoint. Mizuho, which provides comprehensive financial services in Japan and overseas, is aware information management that aims to appropriately protect and use information assets is of the highest importance. In our Group, we clarify our management systems for information assets, security management measures and information administration methods. Also, we train and raise the level of awareness of each and every employee regarding the proper protection of information assets, and work to strengthen our information management systems.

Approaches to the Financial Alternative Dispute Resolution (ADR) System

In order to deal expeditiously, fairly, and appropriately with complaints, etc., from customers, each group company has concluded basic contracts for the implementation of dispute resolution procedures with various dispute resolution institutions.

MHBK and MHTB have concluded such contracts with the Japanese Bankers Association, which is a designated dispute resolution institution as defined in Japan’s Banking Act. In addition, MHTB has concluded such a contract with the Trust Companies Association of Japan, and MHSC has conducted such a contract with the Financial Instruments Mediation Assistance Center (FINMAC) respectively. The designated dispute resolution institutions take steps toward resolution from a fair and neutral perspective in cases where the solutions to customers’ complaints adopted by our group companies are not accepted.

Management of Customer Service

Our Group, which has transactions with a wide range of customers, insists on responding appropriately to customer complaints and continues to work toward protecting and increasing convenience for its customers.

Regarding complaints, we also insist on responding quickly and politely and always require appropriate reports on such matters.

Furthermore, we regard customer feedbacks as important management assets and work continuously to improve our operations and prevent recurrences of issues for increasing customer satisfaction.

The Group establishes its own management structure by stipulating which divisions are in charge of drawing up and implementing proposals related to the supervision of customer service management. The divisions specified are responsible for centralized supervision and management of customer service in core group companies, and they report to management via the Compliance Committee, etc.

Each of the group companies has specified procedures for hearing complaints and related matters, preparing reports and records, and monitoring the administration of reports and responses. In addition, the divisions in charge also conduct centralized supervision and management of customer service and verify the appropriateness of responses to complaints including whether complaints have been solved to customers’ satisfaction and understanding. In cases where the same complaints are recurring, the related divisions are required to formulate response policies, and the progress toward improvement is monitored. In addition, education and training courses are planned and implemented to ensure that employees observe matters related to customer service management.