Compliance Contacts

“Internal Controls and Audit Hotline”
—A system designed for obtaining concerns regarding questionable accounting or auditing matters—

Reporting Items: MHFG has established a hotline to receive reports from in and outside the company in connection with problems concerning internal controls and audits of accounts and financial reports.

Contact Point: This hotline has been established within an external law office. Please use conventional mail or e-mail for reporting.
Conventional mail:
12th Floor, Kasumigaseki Bldg.,
Kasumigaseki 3-2-5, Chiyoda-ku,
Tokyo 100-6012
Mizuho Accounting Hotline, o/o Daiichi Fuyo Law Office
E-mail: kaikei-mizuho@daiichifuyo.gr.jp

• When reported matters are within the scope of the reporting items, MHFG will do reasonable efforts to investigate the facts behind the information received and report back on the results.
• Anonymous tips are also acceptable, but there are cases where it will not be possible to fully satisfy the intentions behind such tips owing to constraints on investigations and the inability to report back.
• Information on persons making such reports is not disclosed to third parties other than the group companies except in cases where the assent of the person in question has been obtained or such disclosure is required under laws and ordinances, etc.

Approaches to the Financial Alternative Dispute Resolution (ADR) System

In order to deal expeditiously, fairly and appropriately with complaints, etc., from customers, MHBK and MHTB have concluded the basic contract for the implementation of dispute resolution procedures with the Japanese Bankers Association, which is a designated dispute resolution institution as defined in Japan’s Banking Act. MHTB has also concluded the basic contract for the implementation of dispute resolution procedures with the Trust Companies Association of Japan, which is a designated dispute resolution institution as defined in Japan’s Trust Business Act and Act on Concurrent Operation, etc. of Trust Business by Financial Institutions.

The designated dispute resolution institution takes the steps toward resolution from a fair and neutral perspective in cases where the solutions to customers’ complaints adopted by the two banks are not accepted.

The Designated Dispute Resolution Institution as Defined in Japan’s Banking Act which MHBK and MHTB Concluded the Basic Contract with
The Designated Dispute Resolution Institution: the Japanese Bankers Association
Contact: Advisory Center of the Japanese Bankers Association
Tel.: +81-(0)3-5252-3772

The Designated Dispute Resolution Institution as Defined in Japan’s Trust Business Act and Act on Concurrent Operation, etc. of Trust Business by Financial Institutions which MHTB Concluded the Basic Contract with
The Designated Dispute Resolution Institution: Trust Companies Association of Japan
Contact: Trust Consultation Center of the Trust Companies Association of Japan
Tel.: +81-(0)3-6206-3988