

Contact Information for Registering Complaints

How to Contact Morgan Stanley Capital Group Japan Co., Ltd.

If you wish to contact Morgan Stanley Capital Group Japan Co., Ltd. (hereafter MSCGJ) or submit a complaint, please use the contact details below:

Telephone: 03-6836-5300

Business Hours: 9:00 a.m. – 5:30 p.m.

(Excluding Saturdays, Sundays, national holidays, and year-end/New Year holidays)

Complaints Related to Electricity Trading

For complaints concerning electricity trading conducted by MSCGJ, customers may also contact the following authority:

Electricity and Gas Market Surveillance Commission Consultation Desk (Information Provision Desk)

Address: 1-3-1 Kasumigaseki, Chiyoda-ku, Tokyo
100-8901, Japan

Telephone: 03-3501-5725

Business Hours: 9:30 a.m. – 6:15 p.m.
(Excluding Saturdays, Sundays,
national holidays, and the year-end/
New Year holidays from December 29
to January 3)

Dispute Resolution Services

For disputes between electricity supply businesses related to electricity trading conducted by MSCGJ, the following dispute resolution service is available:

Organization for Cross-regional Coordination of Transmission Operators, Japan (OCCTO) Dispute Resolution Office

Address: 6-2-15 Toyosu, Koto-ku, Tokyo 135-0061,
Japan

Telephone: 03-6632-0909

Business Hours: 9:30 a.m. – 5:00 p.m. (Business days
only)