

# 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)