

Policies for Addressing Objections Regarding JPXI Indices

March 21, 2024

JPX Market Innovation & Research, Inc.

Article 1. Purpose

Policies for Addressing Objections Regarding JPXI Indices (hereinafter "Policies") shall serve the purpose of establishing policies for the provision of fair and appropriate responses to objections which are received with regard to stock price indices calculated by JPX Market Innovation & Research, Inc. (hereinafter "JPXI") based on the prices of stocks, REITs, or infrastructure funds, etc. which are listed on markets operated by Tokyo Stock Exchange, Inc. (TSE; these indices are hereinafter referred to as "TSE Indices") and indices calculated based on the prices of futures, etc. on markets operated by Osaka Exchange, Inc. or on the prices of futures, etc. on markets operated by Tokyo Commodity Exchange, Inc. or on the prices of both of them (hereinafter "OSE/TOCOM Indices") (TSE Indices and OSE/TOCOM Indices are hereinafter referred to as "JPXI Indices").

Article 2. Definition of Objection

In the Policies, an objection shall mean a complaint or request which pertains to JPXI Indices that is received through the method prescribed in the Policies from a party who has a license agreement with JPXI for the use of indices or a party who receives index data directly from JPXI via TMI (meaning data feed services provided by JPXI) (hereinafter "Index User(s)").

Article 3. Method for Filing an Objection

JPXI shall receive objections from Index Users via emails addressed to index@jpx.co.jp. JPXI shall require the following pieces of information that are necessary for investigating such objections and for providing responses to such Index Users:

- (1) A clear indication of an objection that is in line with the Policies,
- (2) The name, company name, email address, and phone number of the Index User,
- (3) The name of the index in question, subject period, numeric value, and other such grounds for the objection, and
- (4) Other materials which serve as a basis for the objection

Article 4. Handling of Personal Information

1. Personal information such as the name, company name, email address, and phone number which are provided to file an objection shall only be used for the purpose of investigating the details of the objection and reporting the results of such investigation.

(Reference Translation)

2. Personal information received from Index Users shall be handled in accordance with “Handling of Personal Information” and “Privacy Policy”. The use of personal information shall be strictly prohibited beyond the scope of the purpose and shall not be disclosed or provided to third parties without the consent of the holder of said personal information, except for cases such as those based on laws and regulations.

Handling of Personal Information

[https://www.jpx.co.jp/english/corporate/governance/security/personal-information/Privacy Policy](https://www.jpx.co.jp/english/corporate/governance/security/personal-information/Privacy%20Policy)

<https://www.jpx.co.jp/english/corporate/governance/security/privacy-policy/index.html>

Article 5. Handling of Objections

JPXI must accept objections from Index Users in good faith and make an effort to respond in a prompt and appropriate manner. JPXI shall always maintain a neutral and fair attitude for formal complaints which are received from Index Users and conduct investigations in accordance with the details of such objections. However, JPXI may delay or refrain from providing a response when it determines that insufficient information has been provided by the Index User or that the details of the objection are seen as inappropriate and departing from normal social conventions.

Article 6. Communication of Investigation Results

The results of an investigation conducted in response to an objection shall be provided to the objecting party in a prompt manner by email or in writing within three business days from the completion of the investigation.

Article 7. Retention and Administration of Records

Based on internal regulations, details of objections and investigation results for formal objections shall be retained, in principle, for a period of five years.

Article 8. Responses to Other Inquiries

JPXI shall respond in good faith and in a prompt manner to other questions, doubts, consultations, and other such matters which are received from Index Users with regard to indices.

Article 9. Revisions and Other Such Matters Pertaining to Policies

Details contained in the Policies may be changed without prior notice when a decision is made based on internal regulations.

(Reference Translation)

Revision History

| Date of Publication | Details |
|---------------------|--|
| March 31, 2017 | - The first edition |
| April 4, 2022 | - Made revisions in line with the business transfer to JPXI (applied on April 1, 2022 retroactively) |
| March 21, 2024 | - Changed the name of the Policies - Added OSE/TOCOM Indices to the Policies |

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