



Information on JBA Customer Relations Center

Japanese Bankers Association runs the JBA Customer Relations Center as contact point for consultation, inquiry and complaint about banks from customers.

Consultations and inquiries are free of charge.

The JBA consultant will inform the customer that he/she can move on to dispute resolution procedure administered by the Mediation Committee of JBA if he/she is not satisfied with the resolution or if a period of 2 months or over has passed since the filing of the complaint.

Refer to the JBA website for more information.

<http://www.zenginkyo.or.jp/en/>

Contact for consultation and share your views

JBA Customer Relations Center

0570-017109 or 03-5252-3772

Reception days: Mon-Fri (Excluding national holidays and bank holidays)

Reception hours: 9:00am - 5:00pm

The Japanese Bankers Association is a designated dispute organization under the laws and regulations.