

Designated Alternative Dispute Resolution (ADR) Organization

We have the Basic Contract on Procedure and Practice with Hoken Ombudsman which is the legally authorized ADR Organization. In case a dispute with us cannot be resolved, you are entitled to make a statement to the ADR. For further details, please refer to the ADR Home Page below.

<ADR Organization>

General Association Hoken Ombudsman, Inc.

Tel: 03-5425-7963

Open: from 9 a.m. to 12 noon, from 1 p.m. to 5 p.m.

Excluding Sat, Sun, Holidays, Year end and New Year days etc.

Home Page: <https://www.hoken-ombs.or.jp/>

