

Policy for Complaint Management

Article 1 (Purpose)

To preserve integrity of daily pricing, Rim Intelligence Co (hereafter referred to as “the company”) has an open-door policy with regards to complaints and has established the following guidelines for complainants to submit such complaints.

Article 2 (Definition of Complaint)

Dissatisfaction or requests with regard to the reports we publish submitted by the complainant in accordance with this policy constitute a formal complaint.

Article 3 (How to Submit a Complaint)

Complaints may be submitted in writing through regular mail or through the company website at the link below:

<https://www.rim-intelligence.co.jp/contents/info/ComplainE/a.html>

Article 4 (Information of Complainant)

Please provide the following information when submitting a complaint to the company:

- Company name and address
- Complainant name, department, phone number, email.
- Specific details of complaint with regard to price, quantity, timing etc.
- Specific report that is the focus of the complaint.
- Evidence showing that the Assessment Methodology has not been followed
- Other comments or supporting information.

NOTE: In order to process your complaint in a timely manner we request that you submit as much information about your claim as possible. Insufficient information could lead to delays or make it difficult for investigation to be carried out. Further, if the complaint contains information or expressions that deviate from those which are generally

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accepted by society and are deemed inappropriate, we may refrain from responding.

Article 5 (Handling of Complaint)

Upon receipt of a complaint, the company will make every effort to process and respond in a timely and fair manner. All complaints will be addressed by person(s) in charge of the report or undergo an independent review within the company. Where necessary, an investigation may be conducted.

Article 6 (Report on findings to complainant)

The company will provide a written response to a complaint. In the event a complainant is not satisfied with the initial response, an executive of the company or the president of the company will address the appeal and reply to the complainant. The company aims to address and reply to a complainant within three business days of receiving the complaint but this may be prolonged depending on the nature of the complaint.

NOTE: Although the company strives for accuracy in the information provided in daily reports, news and pricing, the company is not liable for any actions taken by subscribers that use daily reports, news and pricing. In principle, following completion of the survey and reply to complainant, the company will not make changes to prices already published.

Article 7 (Arbitration through external independent agency)

Even if the complainant is not satisfied with the final response from the company, we sincerely strive to reach an understanding with the complainant within six months from first submission. Upon mutual agreement, we may also seek an external organization for arbitration.

Article 8 (Record of complaint, retention and access management)

Physical copies of complaints received and actions taken with regard to a complaint will remain in storage by the company for a period of five years. Person(s) involved in the complaint are forbidden to disclose material and actions with regard to the complaint to a third party unless there is a legitimate reason such as required by law.

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Article 9 (Addressing “informal” complaints)

With regard to company reports and methodology for price assessments, subscribers may lodge opinions/feedback with regard to material although such opinions are not viewed as complaints by the company. The company will, however, endeavor to provide a reply to such opinions/feedback.

Article 10 (Revision to policy)

Any changes to Articles 1-9 above may only be performed after discussion with and majority agreement from the company’s board of directors.

This policy is revised on Oct 2, 2017.

Concerning Subscriber Inquiries

[Oct 2, 2017]

Some wording in articles 2 and 3 of the Policy for Complaint Management was changed.

[Dec 21, 2015]

Some wording in Article 4 of the Policy for Complaint Management was changed.

[Mar 23, 2015]

Rim Intelligence Co established the Policy for Complaint Management.

Hisako Mori
President
Rim Intelligence Co.