

Basic Policy on Customer-Oriented Business Conduct

Sun Arrows Investment Co., Ltd. (hereinafter referred to as "the Company") has established a basic policy on customer-oriented business conduct based on the "Principles for Customer-Oriented Business Conduct" published by the Financial Services Agency. We hereby announce this basic policy and will continuously strive to improve and ensure thorough customer-oriented business conduct.

1. Pursuit of Customers' Best Interests

The Company will conduct business sincerely and fairly based on high expertise and professional ethics, aiming to achieve the best interests of customers. By doing so, we recognize that this will also strengthen our customer base and ensure stable revenue.

2. Proper Management of Conflicts of Interest

While pursuing the best interests of customers, situations of conflict of interest with customers may arise. The Company will accurately identify potential conflicts of interest and, in cases where such possibilities exist, inform customers in advance, explain the reasons for conducting such transactions, and obtain their understanding. Through these methods, we will appropriately manage transactions involving conflicts of interest.

3. Clarification of Fees

The Company will provide detailed information about the fees and other costs borne by customers, including explanations of what services these fees correspond to, in a manner that customers can understand.

4. Easy-to-Understand Provision of Important Information

The Company will provide information deemed necessary for customers to make appropriate decisions, taking into account their knowledge, experience, and the nature of financial products and services.

5. Provision of Suitable Services for Customers

The Company will thoroughly understand customers' asset conditions, transaction experience, knowledge, and transaction objectives/needs to provide financial products and services suitable for them.

6. Appropriate Motivation

The Company believes that earning customers' trust and engaging in long-term transactions will also contribute to stable revenue. Employee evaluations will particularly emphasize this perspective.