

## **Basic Policy on Fiduciary Duties**

The Bank of New York Mellon Trust (Japan), Ltd.

- 1) The Company conducts customer-oriented business operations. We bear in mind the indirect customers who deal with our institutional clients in the investment life-cycle, in addition to the direct transaction counterparties, as an investment services provider.
- 2) The Company endeavors to offer financial products and services of good quality and try to benefit Customers' best interest, by conducting business with good faith and fair-mindedness for Customers as well as high standard of expertise and professional ethics.
- 3) The Company shall accurately identify the potential conflict of interest and perform appropriate management of such conflict in relation to the transactions with Customers.
- 4) The Company shall endeavor to provide Customers clearly with comprehensive information concerning fees and other expenses payable by Customers. Such information should include what kind of services the fees, etc. is payable for.
- 5) The Company shall endeavor to provide Customers with important information regarding the sales and recommendation of financial products and services clearly, on top of the information concerning fees, etc., in light of the information asymmetry between the Company and Customers. Besides, the Company shall ensure adequate framework to handle inquiries, consultations, requests and complaints from Customers.
- 6) The Company shall develop, promote and recommend financial products and services which are suitable for each Customer.
- 7) The Company shall endeavor to maintain framework regarding the remuneration and the performance evaluation system, periodic employee training and so forth which should help motivate employees, in order to cultivate BNY Mellon's corporate culture and fulfil customer-oriented business operations.

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