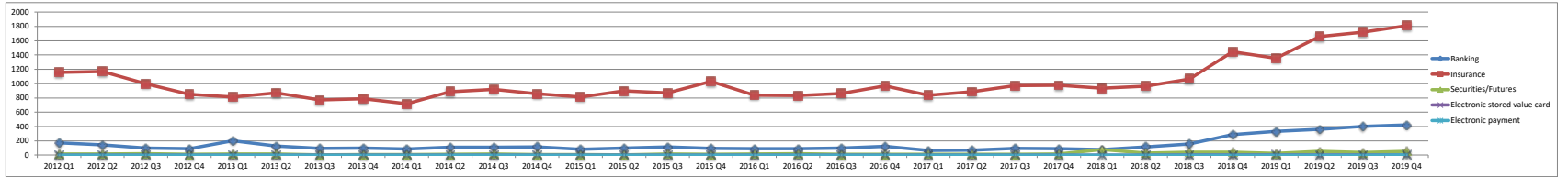
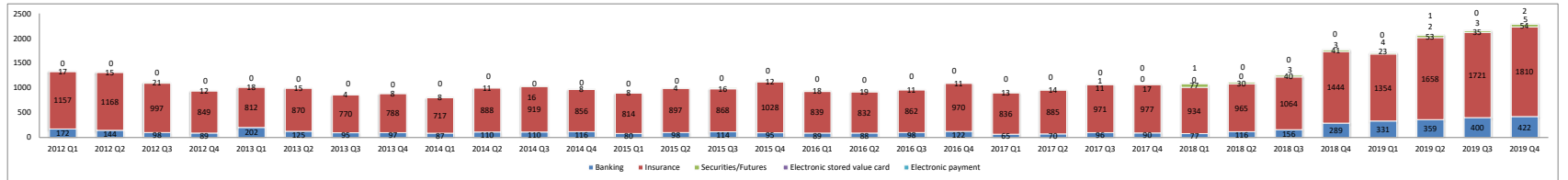


Number of Complaints by Industry / Time

	2012 Q1	2012 Q2	2012 Q3	2012 Q4	2013 Q1	2013 Q2	2013 Q3	2013 Q4	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2019 Q1	2019 Q2	2019 Q3	2019 Q4
Banking	172	144	98	89	202	125	95	97	87	110	110	116	80	98	114	95	89	88	98	122	65	70	96	90	77	116	156	289	331	359	400	422
Insurance	1157	1168	997	849	812	870	770	788	717	888	919	856	814	897	868	1028	839	832	862	970	836	885	971	977	934	965	1064	1444	1354	1658	1721	1810
Securities/Futures	17	15	21	12	18	15	4	8	8	11	16	8	8	4	16	12	18	19	11	11	13	14	11	17	77	30	40	41	23	53	35	54
Electronic stored value card	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3	3	4	2	3	5	
Electronic payment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	2	
Total	1346	1327	1116	950	1032	1010	869	893	812	1009	1045	980	902	999	998	1135	946	939	971	1103	914	969	1079	1084	1089	1111	1263	1777	1712	2073	2159	2293



Percentage of Cases by Industry / Time

	2012 Q1	2012 Q2	2012 Q3	2012 Q4	2013 Q1	2013 Q2	2013 Q3	2013 Q4	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2019 Q1	2019 Q2	2019 Q3	2019 Q4
Banking	12.78%	10.85%	8.78%	9.37%	19.57%	12.38%	10.93%	10.86%	10.71%	11.00%	10.00%	12.00%	9.00%	10.00%	11.00%	8.00%	9.00%	9.00%	10.00%	11.00%	7.00%	7.00%	8.90%	8.00%	7.00%	10.00%	12.40%	16.30%	19.30%	17.30%	18.50%	18.40%
Insurance	85.96%	88.02%	89.34%	89.37%	78.68%	86.14%	88.61%	88.24%	88.30%	88.00%	87.00%	87.00%	90.00%	89.00%	88.00%	91.00%	89.00%	89.00%	89.00%	88.00%	92.00%	92.00%	90.00%	90.00%	85.90%	87.00%	84.20%	81.30%	79.10%	79.90%	79.70%	78.90%
Securities/Futures	1.26%	1.13%	1.88%	1.26%	1.75%	1.48%	0.46%	0.90%	0.99%	1.00%	2.00%	1.00%	1.00%	1.00%	1.00%	1.00%	2.00%	2.00%	1.00%	1.00%	1.00%	1.00%	1.00%	2.00%	7.00%	3.00%	3.20%	2.30%	1.30%	2.60%	1.60%	2.40%
Electronic stored value card	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.10%	0.00%	0.00%	0.00%	0.20%	0.10%	0.30%	0.10%	0.20%	0.20%
Electronic payment	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.10%	0.00%	0.00%	0.00%	0.00%	0.10%	0.00%	0.10%

