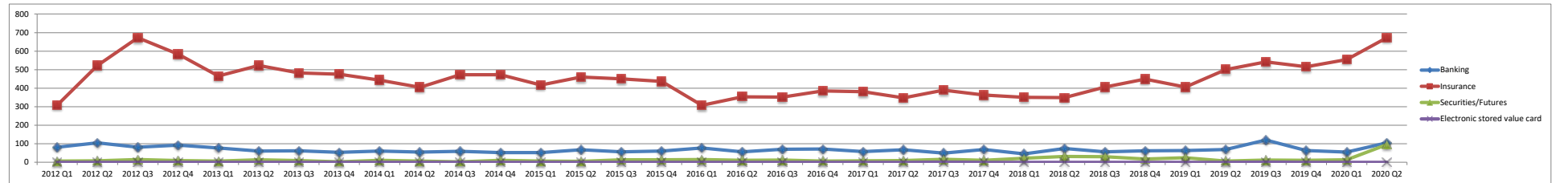
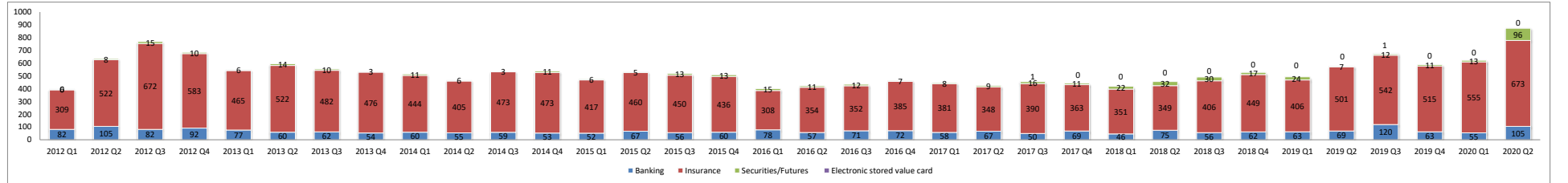


Number of Ombudsman Cases by Industry / Time

|                              | 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 | 2020 Q1 | 2020 Q2 |
|------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Banking                      | 82      | 105     | 82      | 92      | 77      | 60      | 62      | 54      | 60      | 55      | 59      | 53      | 52      | 67      | 56      | 60      | 78      | 57      | 71      | 72      | 58      | 67      | 50      | 69      | 46      | 75      | 56      | 62      | 63      | 69      | 120     | 63      | 55      | 105     |
| Insurance                    | 309     | 522     | 672     | 583     | 465     | 522     | 482     | 476     | 444     | 405     | 473     | 473     | 417     | 460     | 450     | 436     | 308     | 354     | 352     | 385     | 381     | 348     | 390     | 363     | 351     | 349     | 406     | 449     | 406     | 501     | 542     | 515     | 555     | 673     |
| Securities/Futures           | 6       | 8       | 15      | 10      | 6       | 14      | 10      | 3       | 11      | 6       | 3       | 11      | 6       | 5       | 13      | 13      | 15      | 11      | 12      | 7       | 8       | 9       | 16      | 11      | 22      | 32      | 30      | 17      | 24      | 7       | 12      | 11      | 13      | 96      |
| 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       | 0       | 1       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 1       | 0       | 0       | 0       |
| Total                        | 397     | 635     | 769     | 685     | 548     | 596     | 554     | 533     | 515     | 466     | 535     | 537     | 475     | 532     | 519     | 509     | 401     | 422     | 435     | 464     | 447     | 424     | 457     | 443     | 419     | 456     | 492     | 528     | 493     | 577     | 675     | 589     | 623     | 874     |



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 | 2020 Q1 | 2020 Q2 |
|------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Banking                      | 20.66%  | 16.54%  | 10.66%  | 13.43%  | 14.05%  | 10.07%  | 11.19%  | 10.13%  | 11.65%  | 12.00%  | 11.00%  | 10.00%  | 11.00%  | 13.00%  | 11.00%  | 12.00%  | 19.00%  | 13.00%  | 16.00%  | 16.00%  | 13.00%  | 16.00%  | 10.90%  | 16.00%  | 11.00%  | 16.00%  | 11.00%  | 12.00%  | 13.00%  | 12.00%  | 17.80%  | 10.70%  | 8.80%   | 12.00%  |
| Insurance                    | 77.83%  | 82.20%  | 87.39%  | 85.11%  | 84.85%  | 87.58%  | 87.00%  | 89.31%  | 86.21%  | 87.00%  | 88.00%  | 88.00%  | 88.00%  | 86.00%  | 87.00%  | 86.00%  | 77.00%  | 84.00%  | 81.00%  | 82.00%  | 85.00%  | 82.00%  | 85.40%  | 82.00%  | 84.00%  | 77.00%  | 83.00%  | 85.00%  | 82.00%  | 87.00%  | 80.30%  | 87.40%  | 89.10%  | 77.00%  |
| Securities/Futures           | 1.51%   | 1.26%   | 1.95%   | 1.46%   | 1.10%   | 2.35%   | 1.81%   | 0.56%   | 2.14%   | 1.00%   | 1.00%   | 2.00%   | 1.00%   | 1.00%   | 2.00%   | 2.00%   | 4.00%   | 3.00%   | 3.00%   | 2.00%   | 2.00%   | 2.00%   | 3.50%   | 2.00%   | 5.00%   | 7.00%   | 6.00%   | 3.00%   | 5.00%   | 1.00%   | 1.80%   | 1.90%   | 2.10%   | 11.00%  |
| 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%   | 0.20%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.00%   | 0.10%   | 0.00%   | 0.00%   | 0.00%   |         |

