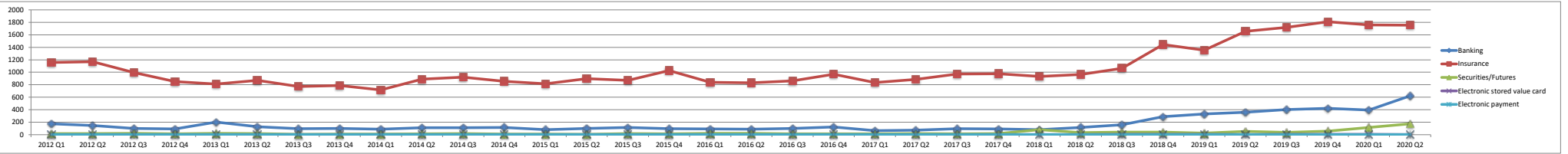
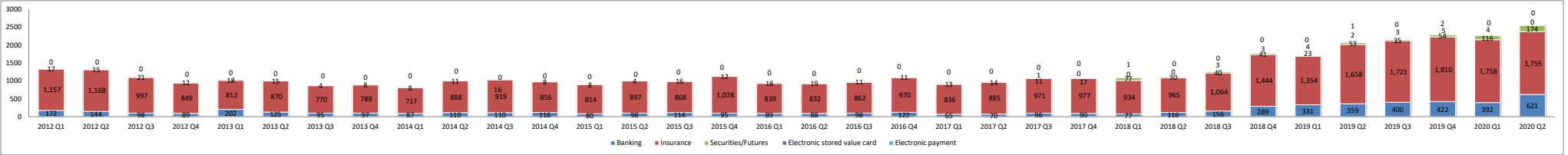


Number of Complaints by Industry / Time

|                              | 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 | 2020 Q1 | 2020 Q2 |
|------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 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     | 392     | 621     |
| Insurance                    | 1,157   | 1,168   | 997     | 849     | 812     | 870     | 770     | 788     | 717     | 888     | 919     | 856     | 814     | 897     | 868     | 1,028   | 839     | 832     | 862     | 970     | 836     | 885     | 971     | 977     | 934     | 965     | 1,064   | 1,444   | 1,354   | 1,658   | 1,721   | 1,810   | 1,758   | 1,755   |
| 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      | 116     | 174     |
| 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       | 3       | 3       | 4       | 2       | 3       | 5       | 4       | 0       |
| 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       | 0       | 1       | 0       | 0       | 0       | 0       | 1       | 0       | 2       | 0       | 0       |
| Total                        | 1,346   | 1,327   | 1,116   | 950     | 1,032   | 1,010   | 869     | 893     | 812     | 1,009   | 1,045   | 980     | 902     | 999     | 998     | 1,135   | 946     | 939     | 971     | 1,103   | 914     | 969     | 1,079   | 1,084   | 1,089   | 1,111   | 1,263   | 1,777   | 1,712   | 2,073   | 2,159   | 2,293   | 2,270   | 2,550   |



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                      | 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%   | 10.00%  | 11.00%  | 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%  | 17.30%  | 24.40%  |
| Insurance                    | 85.96%  | 88.02%  | 89.34%  | 89.37%  | 78.68%  | 86.14%  | 88.61%  | 88.24%  | 88.30%  | 88.00%  | 88.00%  | 87.00%  | 90.00%  | 89.00%  | 88.00%  | 91.00%  | 89.00%  | 89.00%  | 88.00%  | 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%  | 77.40%  | 68.80%  |
| 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%   | 5.10%   | 6.80%   |
| 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%   | 0.10%   | 0.00%   | 0.00%   | 0.00%   | 0.20%   | 0.10%   | 0.30%   | 0.10%   | 0.20%   | 0.20%   | 0.20%   | 0.20%   | 0.00%   |
| 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%   | 0.10%   | 0.00%   | 0.10%   | 0.00%   |

