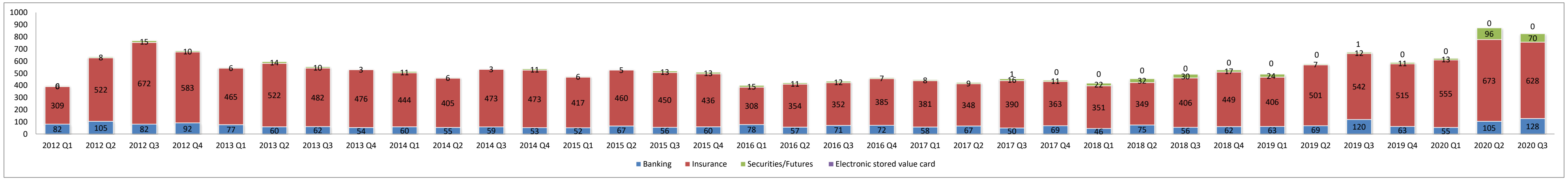
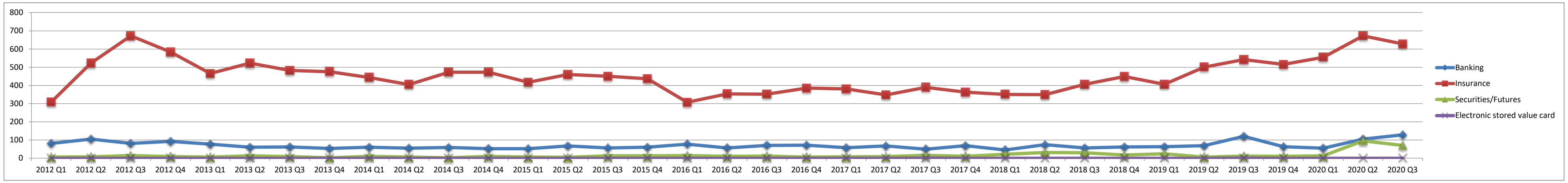
Number of Ombudsman Cases by Industry / Time

	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
Banking	82	105	82	92	77	60	62	54	60	55	59	53	52	67	56	60	78
Insurance	309	522	672	583	465	522	482	476	444	405	473	473	417	460	450	436	308
Securities/Futures	6	8	15	10	6	14	10	3	11	6	3	11	6	5	13	13	15
Electronic stored value card	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	397	635	769	685	548	596	554	533	515	466	535	537	475	532	519	509	401

	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	2020 Q3
Banking	57	71	72	58	67	50	69	46	75	56	62	63	69	120	63	55	105	128
Insurance	354	352	385	381	348	390	363	351	349	406	449	406	501	542	515	555	673	628
Securities/Futures	11	12	7	8	9	16	11	22	32	30	17	24	7	12	11	13	96	70
Electronic stored value card	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0
Total	422	435	464	447	424	457	443	419	456	492	528	493	577	675	589	623	874	826





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
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%
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%
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%
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%

	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	2020 Q3
Banking	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%	15.50%
Insurance	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%	76.00%
Securities/Futures	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%	8.50%
Electronic stored value card	0.00%	0.00%	0.00%	0.00%	0.00%	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.10%	0.00%	0.00%	0.00%	0.00%