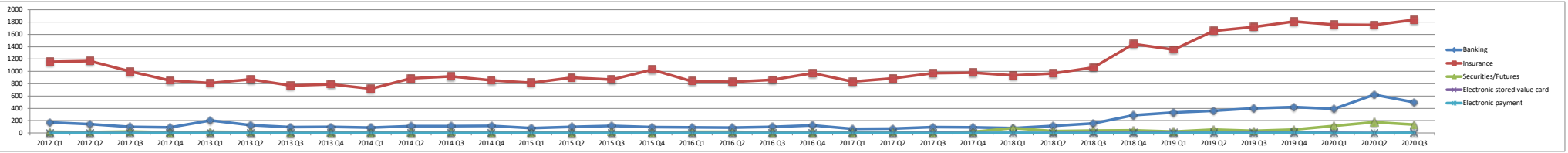
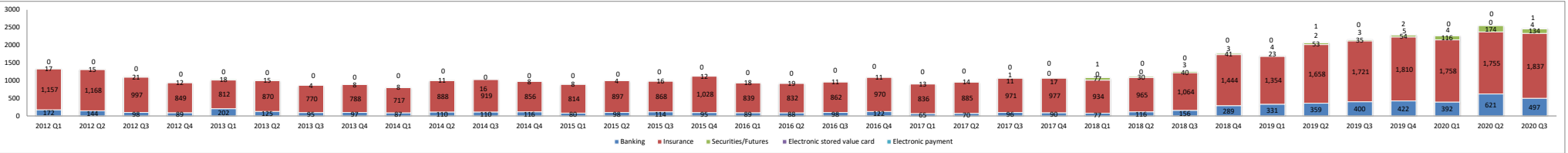


Number of Complaints by Industry / Time

	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	2020 Q3
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	497
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	1,837
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	134
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	0	3	3	4	2	3	5	4	0	4
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	1
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	2,473



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	2020 Q3
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%	17.30%	24.40%	20.10%
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%	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%	77.40%	68.80%	74.30%
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%	5.40%
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%	0.00%	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%	0.00%	0.10%	0.00%	0.00%	0.00%	0.10%	0.00%	0.10%	0.00%	0.00%	0.00%

