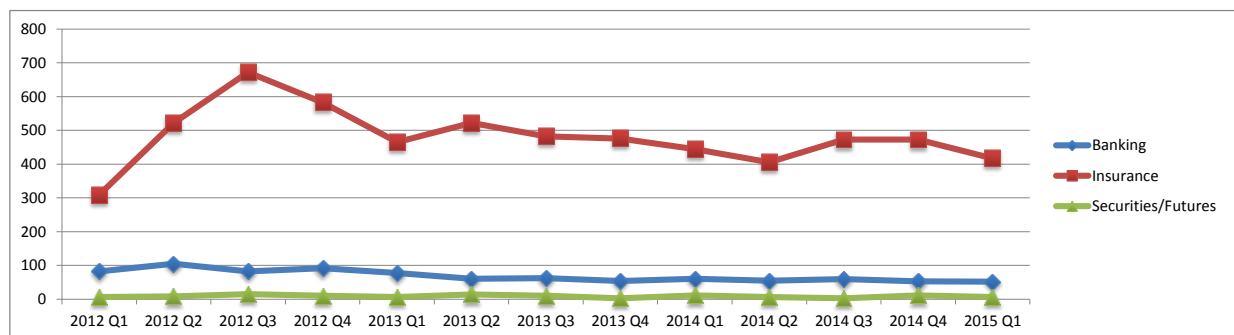
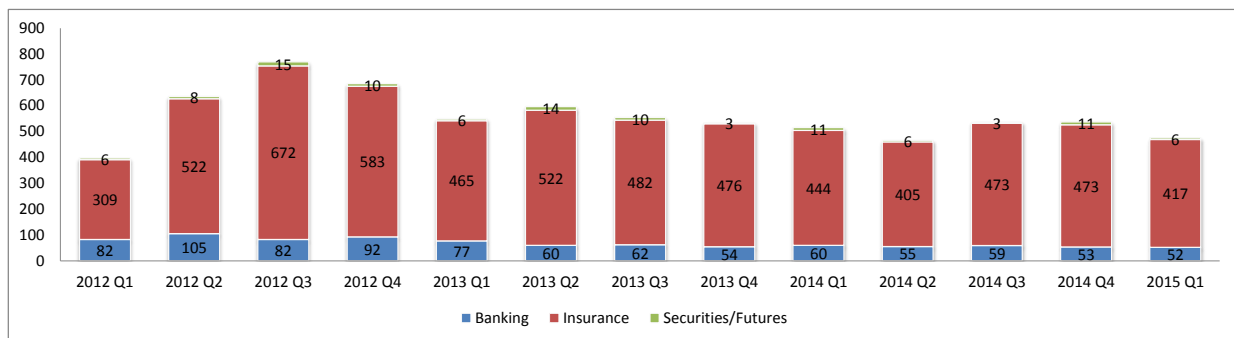


**Number of Ombudsman Cases by Industry / Time**

|                    | 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 |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Banking            | 82      | 105     | 82      | 92      | 77      | 60      | 62      | 54      | 60      | 55      | 59      | 53      | 52      |
| Insurance          | 309     | 522     | 672     | 583     | 465     | 522     | 482     | 476     | 444     | 405     | 473     | 473     | 417     |
| Securities/Futures | 6       | 8       | 15      | 10      | 6       | 14      | 10      | 3       | 11      | 6       | 3       | 11      | 6       |
| Total              | 397     | 635     | 769     | 685     | 548     | 596     | 554     | 533     | 515     | 466     | 535     | 537     | 475     |



**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 |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 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%  |
| 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%  |
| 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%   |

