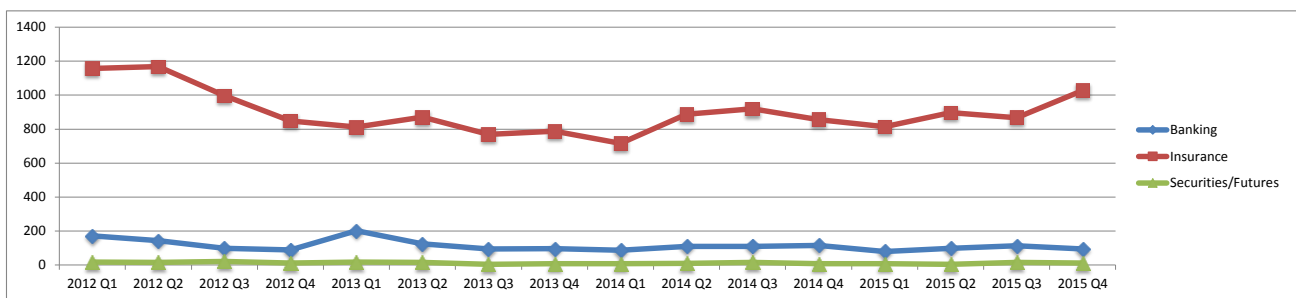
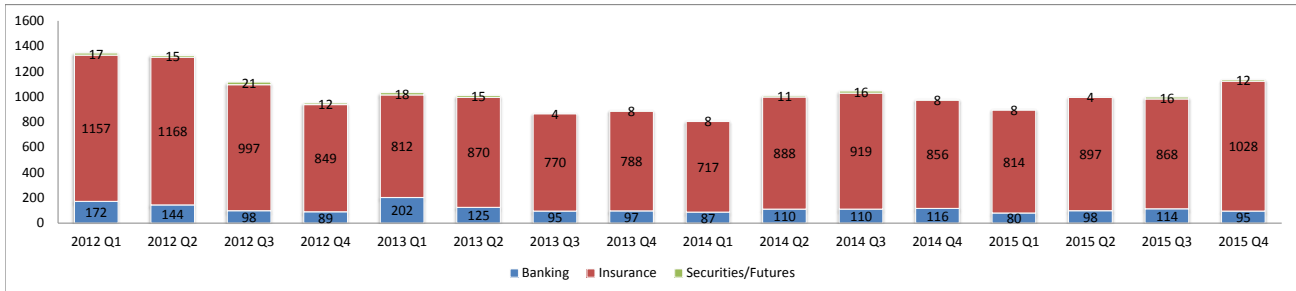


Number of Complaints by Industry / Time

	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
Banking	172	144	98	89	202	125	95	97	87	110	110	116	80	98	114	95
Insurance	1157	1168	997	849	812	870	770	788	717	888	919	856	814	897	868	1028
Securities/Futures	17	15	21	12	18	15	4	8	8	11	16	8	8	4	16	12
Total	1346	1327	1116	950	1032	1010	869	893	812	1009	1045	980	902	999	998	1135



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
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%
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%
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%

