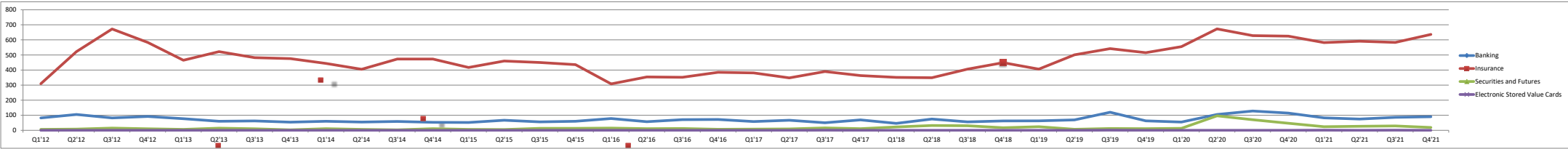
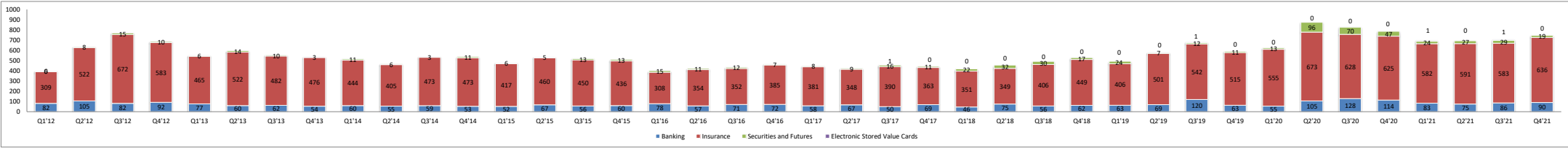


Number of Ombudsman Cases by Industry / Time

	Q1'12	Q2'12	Q3'12	Q4'12	Q1'13	Q2'13	Q3'13	Q4'13	Q1'14	Q2'14	Q3'14	Q4'14	Q1'15	Q2'15	Q3'15	Q4'15	Q1'16	Q2'16	Q3'16	Q4'16	Q1'17	Q2'17	Q3'17	Q4'17	Q1'18	Q2'18	Q3'18	Q4'18	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21	Q2'21	Q3'21	Q4'21
Banking	82	105	82	92	77	60	62	54	60	55	59	53	52	67	56	60	78	57	71	72	58	67	50	69	46	75	56	62	63	69	120	63	55	105	128	114	83	75	86	90
Insurance	309	522	672	583	465	522	482	476	444	405	473	473	417	460	450	436	308	354	352	385	381	348	390	363	351	349	406	449	406	501	542	515	555	673	628	625	582	591	583	636
Securities and Futures	6	8	15	10	6	14	10	3	11	6	3	11	6	5	13	13	15	11	12	7	8	9	16	11	22	32	30	17	24	7	12	11	13	96	70	47	24	27	29	19
Electronic Stored Value	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	0	0	1	0	0	0	0	0	1	0	1	0	
Total	397	635	769	685	548	596	554	533	515	466	535	537	475	532	519	509	401	422	435	464	447	424	457	443	419	456	492	528	493	577	675	589	623	874	826	786	690	693	699	745



Percentage of Ombudsman Cases by Industry / Time

	Q1'12	Q2'12	Q3'12	Q4'12	Q1'13	Q2'13	Q3'13	Q4'13	Q1'14	Q2'14	Q3'14	Q4'14	Q1'15	Q2'15	Q3'15	Q4'15	Q1'16	Q2'16	Q3'16	Q4'16	Q1'17	Q2'17	Q3'17	Q4'17	Q1'18	Q2'18	Q3'18	Q4'18	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	Q4'20	Q1'21	Q2'21	Q3'21	Q4'21
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%	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%	14.50%	12.03%	10.82%	12.30%	12.08%
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%	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%	79.50%	84.35%	85.28%	83.41%	85.37%
Securities and 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%	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%	6.00%	3.48%	3.90%	4.15%	2.55%
Electronic Stored Value	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%	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.14%	0.00%	0.14%	0.00%

