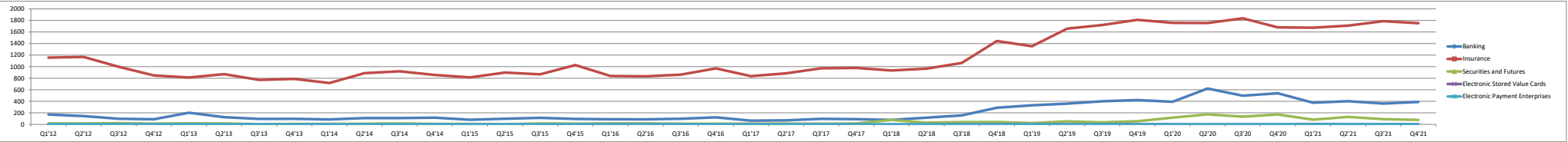
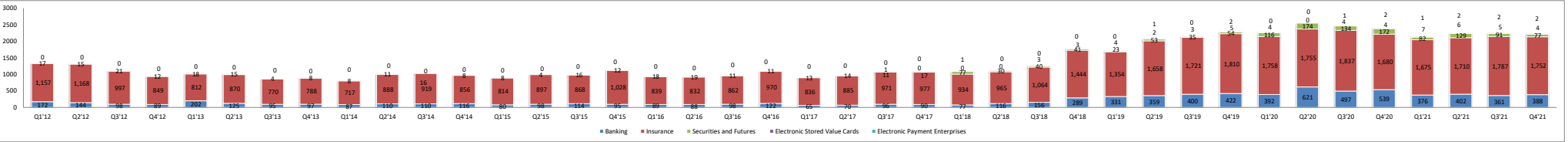


Number of Complaint Cases by Industry / Time

|                                | 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                        | 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   | 621   | 497   | 539   | 376   | 402   | 361   | 388 |
| 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 | 1,680 | 1,675 | 1,710 | 1,787 | 1,752 |     |
| Securities and 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   | 172   | 82    | 129   | 91    | 77    |     |
| Electronic Stored Value Cards  | 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     | 3     | 3     | 4     | 2     | 3     | 5     | 4     | 0     | 4     | 4     | 7     | 6     | 5     | 4     |     |
| Electronic Payment Enterprises | 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     | 2     | 1     | 2     | 2     | 2     |     |
| 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 | 2,397 | 2,141 | 2,249 | 2,246 | 2,223 |     |



Percentage of Complaint 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                        | 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% | 22.50% | 17.56% | 17.87% | 16.07% | 17.45% |
| 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% | 70.00% | 78.23% | 76.03% | 79.56% | 78.81% |
| Securities and 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%  | 7.20%  | 3.83%  | 5.74%  | 4.05%  | 3.46%  |
| Electronic Stored Value Cards  | 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%  | 0.20%  | 0.20%  | 0.33%  | 0.27%  | 0.22%  | 0.18%  |        |        |
| Electronic Payment Enterprises | 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%  | 0.10%  | 0.05%  | 0.09%  | 0.09%  | 0.08%  |        |

