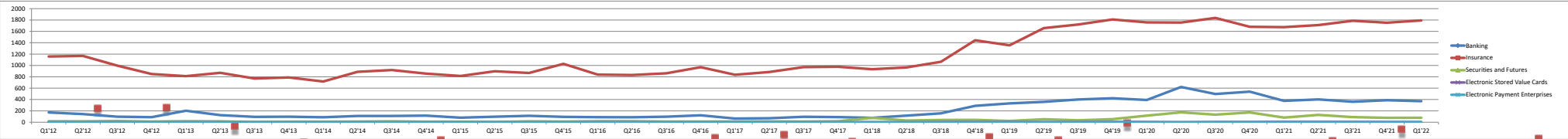
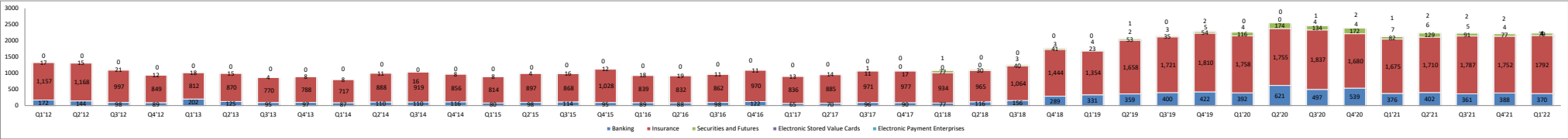


Number of Complaint Cases by Industry / Time

	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	Q1'22
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	539	376	402	361	388	370
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	1,792
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	79
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	1
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	0	1	2	0	1	2	2	2	2	4		
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	2,246



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	Q1'22	
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%	16.47%	
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%	79.79%	
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%	3.52%	
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%	0.00%	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%		
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%	0.00%	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%

