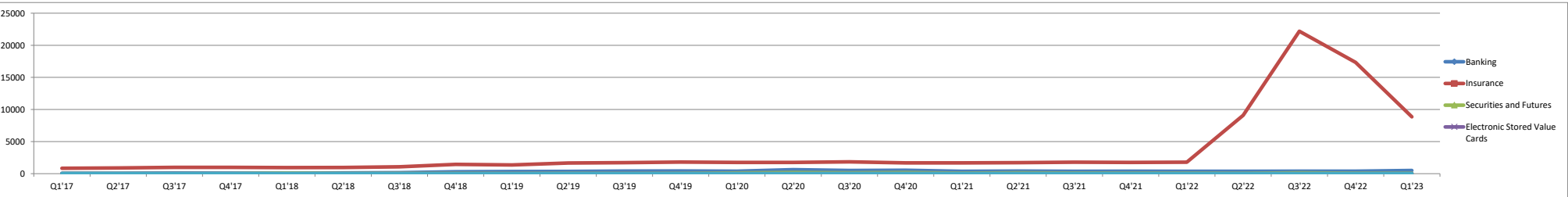
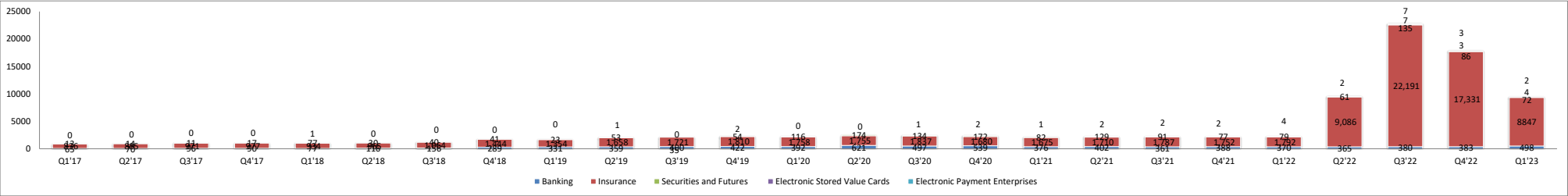


Number of Complaint Cases by Industry / Time

	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	Q2'22	Q3'22	Q4'22	Q1'23
Banking	65	70	96	90	77	116	156	289	331	359	400	422	392	621	497	539	376	402	361	388	370	365	380	383	498
Insurance	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	9,086	22,191	17,331	8847
Securities and Futures	13	14	11	17	77	30	40	41	23	53	35	54	116	174	134	172	82	129	91	77	79	61	135	86	72
Electronic Stored Value Cards	0	0	1	0	0	0	3	3	4	2	3	5	4	0	4	4	7	6	5	4	1	2	7	3	4
Electronic Payment Enterprises	0	0	0	0	1	0	0	0	0	1	0	2	0	0	1	2	1	2	2	2	4	2	7	3	2
Total	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	9,516	22,720	17,806	9,423



Percentage of Complaint Cases by Industry / Time

	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	Q2'22	Q3'22	Q4'22	Q1'23
Banking	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%	3.84%	1.67%	2.15%	5.29%
Insurance	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%	95.48%	97.67%	97.33%	93.89%
Securities and Futures	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%	0.64%	0.60%	0.48%	0.76%
Electronic Stored Value Cards	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%	0.00%	0.20%	0.20%	0.33%	0.27%	0.22%	0.18%	0.04%	0.02%	0.03%	0.02%	0.04%
Electronic Payment Enterprises	0.00%	0.00%	0.00%	0.00%	0.10%	0.00%	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%	0.09%	0.18%	0.02%	0.03%	0.02%	0.02%

