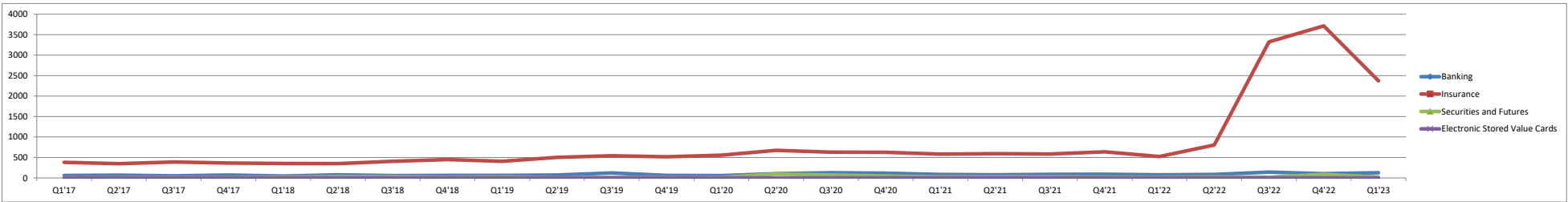
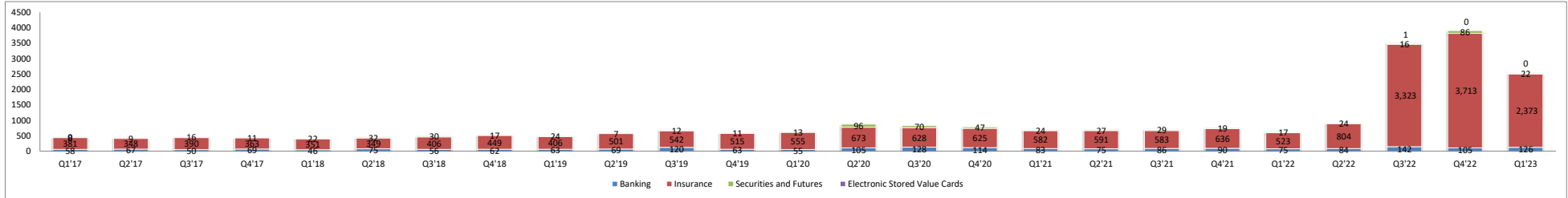


Number of Ombudsman Cases by Industry / Time

	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	58	67	50	69	46	75	56	62	63	69	120	63	55	105	128	114	83	75	86	90	75	84	142	105	126
Insurance	381	348	390	363	351	349	406	449	406	501	542	515	555	673	628	625	582	591	583	636	523	804	3,323	3,713	2,373
Securities and Futures	8	9	16	11	22	32	30	17	24	7	12	11	13	96	70	47	24	27	29	19	17	24	16	86	22
Electronic Stored Value Cards	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	1	0	1	0	1	0	0
Total	447	424	457	443	419	456	492	528	493	577	675	589	623	874	826	786	690	693	699	745	616	912	3,482	3,904	2,521



Percentage of Ombudsman 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	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%	12.18%	9.21%	4.08%	2.69%	5.00%
Insurance	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%	84.90%	88.16%	95.43%	95.11%	94.13%
Securities and Futures	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%	2.76%	2.63%	0.46%	2.20%	0.87%
Electronic Stored Value Cards	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%	0.14%	0.00%	0.14%	0.00%	0.16%	0.00%	0.03%	0.00%	0.00%

