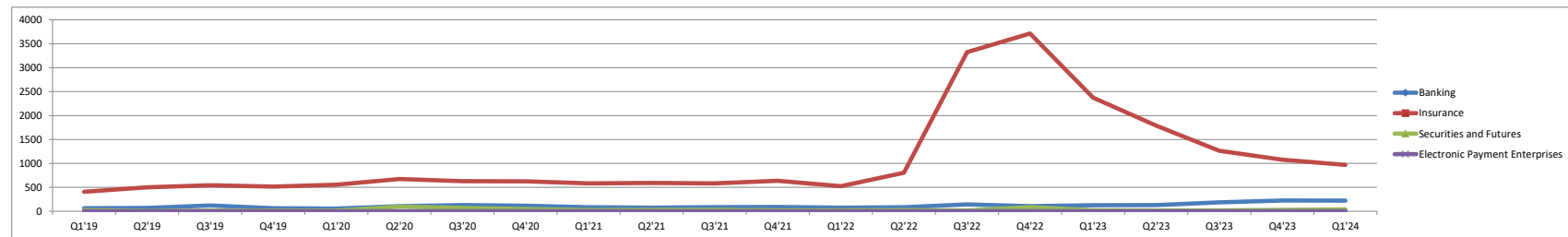
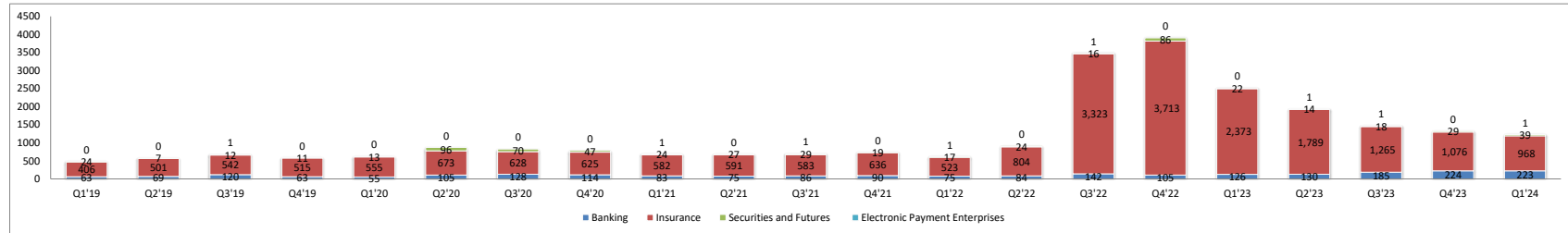


Number of Ombudsman Cases by Industry / Time

	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	Q2'23	Q3'23	Q4'23	Q1'24
Banking	63	69	120	63	55	105	128	114	83	75	86	90	75	84	142	105	126	130	185	224	223
Insurance	406	501	542	515	555	673	628	625	582	591	583	636	523	804	3,323	3,713	2,373	1,789	1,265	1,076	968
Securities and Futures	24	7	12	11	13	96	70	47	24	27	29	19	17	24	16	86	22	14	18	29	39
Electronic Payment Enterprises	0	0	1	0	0	0	0	0	1	0	1	0	1	0	1	0	0	1	1	0	1
Total	493	577	675	589	623	874	826	786	690	693	699	745	616	912	3482	3904	2521	1934	1469	1329	1231



Percentage of Ombudsman Cases by Industry / Time

	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	Q2'23	Q3'23	Q4'23	Q1'24
Banking	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%	6.72%	12.59%	16.86%	18.12%
Insurance	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%	92.50%	86.11%	80.96%	78.63%
Securities and Futures	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%	0.73%	1.23%	2.18%	3.17%
Electronic Payment Enterprises	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%	0.05%	0.07%	0.00%	0.08%

