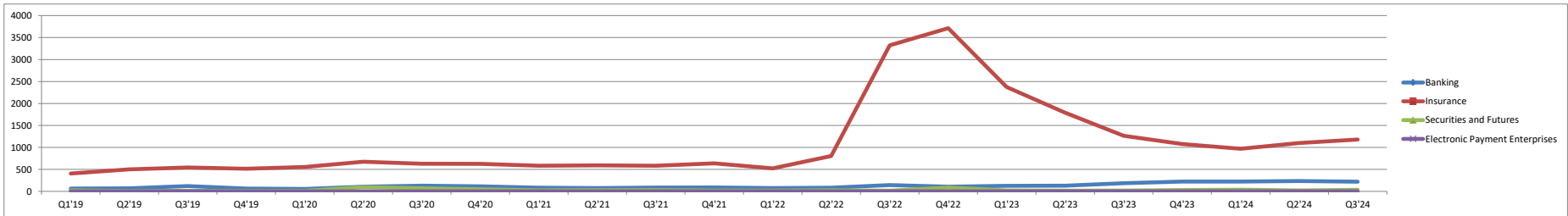
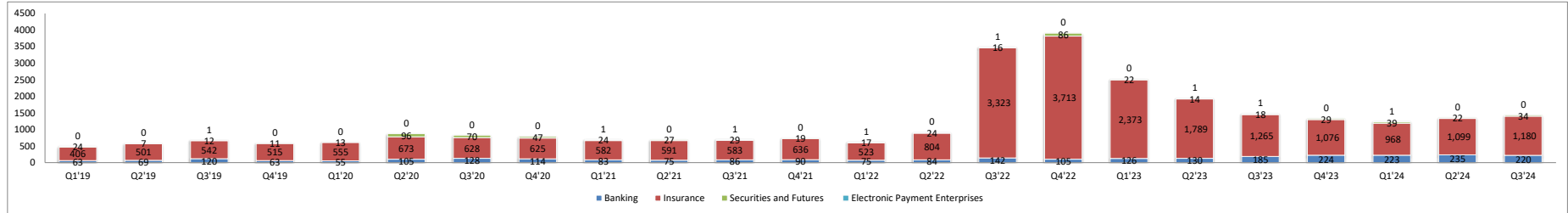


Number of Ombudsman Cases by Industry / Time

| | 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 | Q2'24 | Q3'24 |
|--------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Banking | 63 | 69 | 120 | 63 | 55 | 105 | 128 | 114 | 83 | 75 | 86 | 90 | 75 | 84 | 142 | 105 | 126 | 130 | 185 | 224 | 223 | 235 | 220 |
| 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 | 1,099 | 1,180 |
| Securities and Futures | 24 | 7 | 12 | 11 | 13 | 96 | 70 | 47 | 24 | 27 | 29 | 19 | 17 | 24 | 16 | 86 | 22 | 14 | 18 | 29 | 39 | 22 | 34 |
| Electronic Payment Enterprises | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 |
| Total | 493 | 577 | 675 | 589 | 623 | 874 | 826 | 786 | 690 | 693 | 699 | 745 | 616 | 912 | 3482 | 3904 | 2521 | 1934 | 1469 | 1329 | 1231 | 1356 | 1434 |



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 | Q2'24 | Q3'24 |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 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% | 17.33% | 15.34% |
| 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% | 81.05% | 82.29% |
| 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% | 1.62% | 2.37% |
| 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% | 0.00% | 0.00% |

