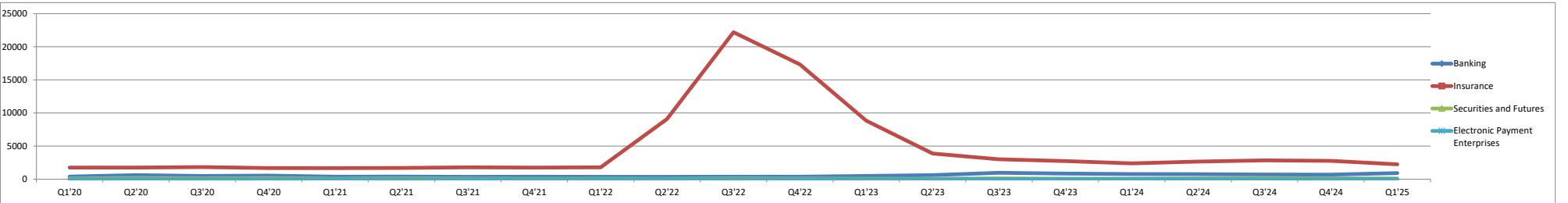
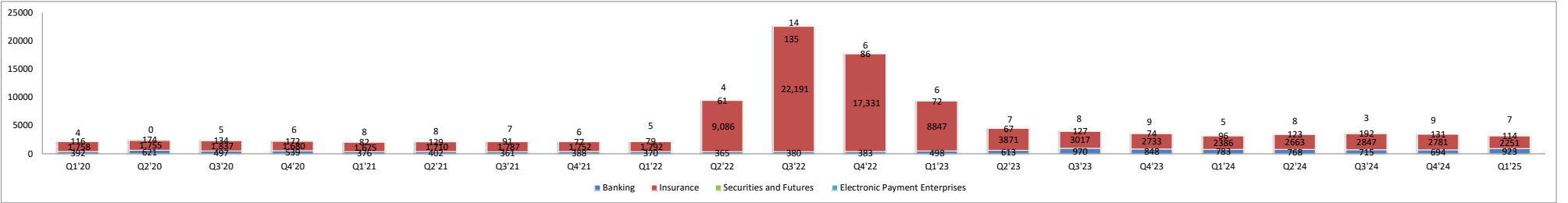


Number of Complaint Cases by Industry / Time

|                                | 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 | Q4'24 | Q1'25 |
|--------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Banking                        | 392   | 621   | 497   | 539   | 376   | 402   | 361   | 388   | 370   | 365   | 380    | 383    | 498   | 613   | 970   | 848   | 783   | 768   | 715   | 694   | 923   |
| Insurance                      | 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  | 3871  | 3017  | 2733  | 2386  | 2663  | 2847  | 2781  | 2251  |
| Securities and Futures         | 116   | 174   | 134   | 172   | 82    | 129   | 91    | 77    | 79    | 61    | 135    | 86     | 72    | 67    | 127   | 74    | 96    | 123   | 192   | 131   | 114   |
| Electronic Payment Enterprises | 4     | 0     | 5     | 6     | 8     | 8     | 7     | 6     | 5     | 4     | 14     | 6      | 6     | 7     | 8     | 9     | 5     | 8     | 3     | 9     | 7     |
| Total                          | 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 | 4,558 | 4,122 | 3,664 | 3,270 | 3,562 | 3,757 | 3,615 | 3,295 |



Percentage of Complaint Cases by Industry / Time

|                                | 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  | Q4'24  | Q1'25  |
|--------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Banking                        | 17.27% | 24.35% | 20.10% | 22.49% | 17.56% | 17.87% | 16.07% | 17.46% | 16.51% | 3.84%  | 1.67%  | 2.15%  | 5.28%  | 13.45% | 23.53% | 23.14% | 23.94% | 21.56% | 19.03% | 21.06% | 28.01% |
| Insurance                      | 77.44% | 68.82% | 74.28% | 70.09% | 78.24% | 76.03% | 79.57% | 78.81% | 79.75% | 95.48% | 97.67% | 97.33% | 93.90% | 84.93% | 73.19% | 74.59% | 72.97% | 74.76% | 75.78% | 84.40% | 68.32% |
| Securities and Futures         | 5.11%  | 6.83%  | 5.42%  | 7.17%  | 3.83%  | 5.74%  | 4.05%  | 3.46%  | 3.52%  | 0.64%  | 0.60%  | 0.48%  | 0.76%  | 1.47%  | 3.08%  | 2.02%  | 2.94%  | 3.45%  | 5.11%  | 3.98%  | 3.46%  |
| Electronic Payment Enterprises | 0.18%  | 0.00%  | 0.20%  | 0.25%  | 0.37%  | 0.36%  | 0.31%  | 0.27%  | 0.22%  | 0.04%  | 0.06%  | 0.04%  | 0.06%  | 0.15%  | 0.20%  | 0.25%  | 0.15%  | 0.23%  | 0.08%  | 0.27%  | 0.21%  |

