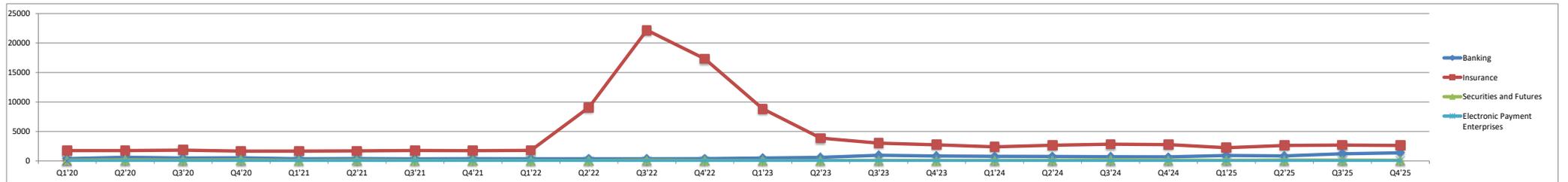
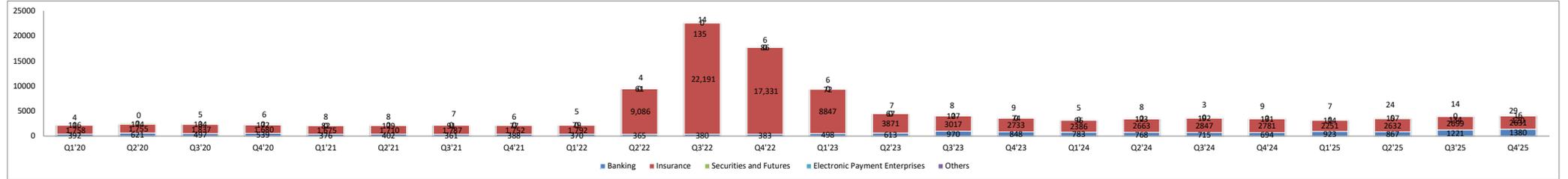


Number of Complaint Cases by Industry / Time

	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	Q2'25	Q3'25	Q4'25
Banking	392	621	497	539	376	402	361	388	370	365	380	383	498	613	970	848	783	768	715	694	923	867	1221	1380
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	2632	2699	2631
Securities and Futures	116	174	134	172	82	129	91	77	79	61	135	86	72	67	127	74	96	123	192	131	114	157	134	120
Electronic Payment Enterprises	4	0	5	6	8	8	7	6	5	4	14	6	6	7	8	9	5	8	3	9	7	24	14	29
Others	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16
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	3,680	4,068	4,176



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	Q2'25	Q3'25	Q4'25
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%	19.20%	28.01%	23.56%	30.01%	33.05%
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%	76.93%	68.32%	71.53%	66.35%	63.00%
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%	3.62%	3.46%	4.27%	3.30%	2.87%
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%	3.62%	3.46%	4.27%	0.34%	0.70%
Others	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.38%

