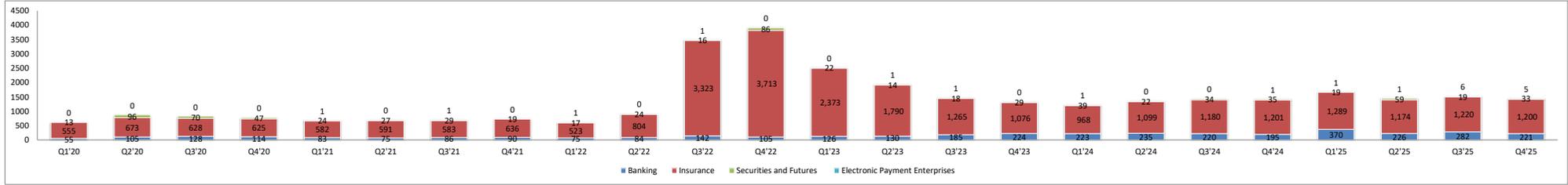


Number of Ombudsman Cases by Industry / Time

	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	55	105	128	114	83	75	86	90	75	84	142	105	126	130	185	224	223	235	220	195	370	226	282	221
Insurance	555	673	628	625	582	591	583	636	523	804	3,323	3,713	2,373	1,790	1,265	1,076	968	1,099	1,180	1,201	1,289	1,174	1,220	1,200
Securities and Futures	13	96	70	47	24	27	29	19	17	24	16	86	22	14	18	29	39	22	34	35	19	59	19	33
Electronic Payment Enterprises	0	0	0	0	1	0	1	0	1	0	1	0	0	1	1	0	1	0	0	1	1	1	6	5
Others	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Total	623	874	826	786	690	693	699	745	616	912	3482	3904	2521	1935	1469	1329	1231	1356	1434	1432	1679	1460	1527	1460



Percentage of Ombudsman 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	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%	13.62%	22.04%	15.48%	19.32%	15.14%
Insurance	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%	83.87%	76.77%	80.41%	83.56%	82.19%
Securities and Futures	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%	2.44%	1.13%	4.04%	1.30%	2.26%
Electronic Payment Enterprises	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%	2.44%	1.13%	4.04%	1.30%	0.34%
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%	0.07%

