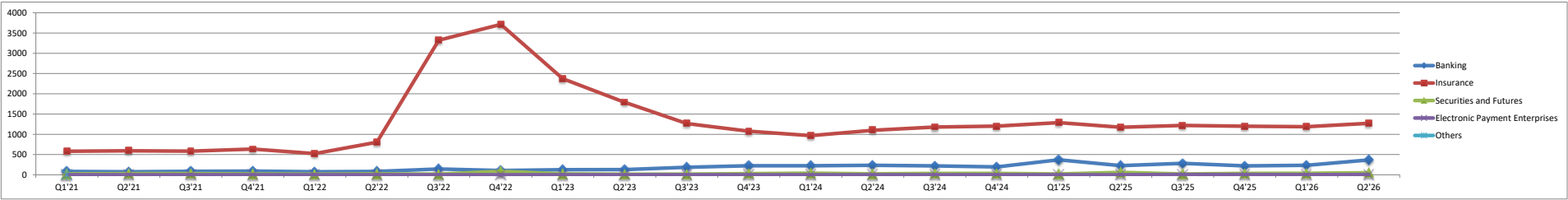
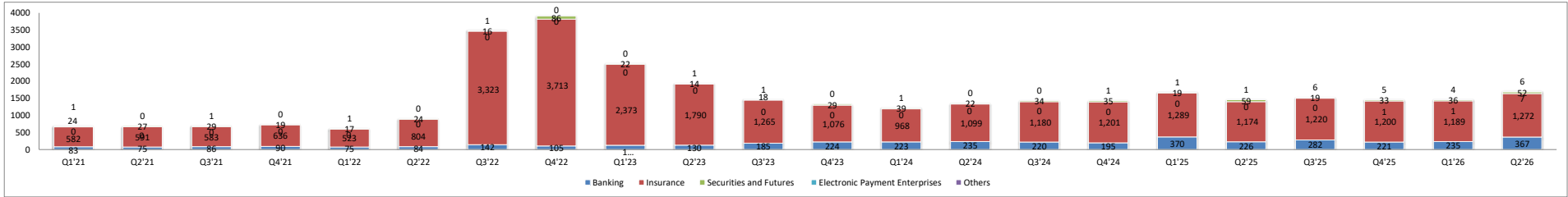


Number of Ombudsman Cases by Industry / Time

	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	Q1'26	Q2'26
Banking	83	75	86	90	75	84	142	105	126	130	185	224	223	235	220	195	370	226	282	221	235	367
Insurance	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	1,189	1,272
Securities and Futures	24	27	29	19	17	24	16	86	22	14	18	29	39	22	34	35	19	59	19	33	36	52
Electronic Payment Enterprises	1	0	1	0	1	0	1	0	0	1	1	0	1	0	0	1	1	1	6	5	4	6
Others	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	7
Total	690	693	699	745	616	912	3,482	3,904	2,521	1,935	1,469	1,329	1,231	1,356	1,434	1,432	1,679	1,460	1,527	1,460	1,465	1,704



Percentage of Ombudsman Cases by Industry / Time

	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	Q1'26	Q2'26
Banking	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%	16.55%	12.97%	13.79%	21.54%
Insurance	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%	71.60%	70.42%	69.78%	74.65%
Securities and Futures	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%	1.12%	1.94%	2.11%	3.05%
Electronic Payment Enterprises	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%	0.00%	2.44%	1.13%	4.04%	1.12%	0.29%	0.35%
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%	0.06%	0.06%	0.41%

