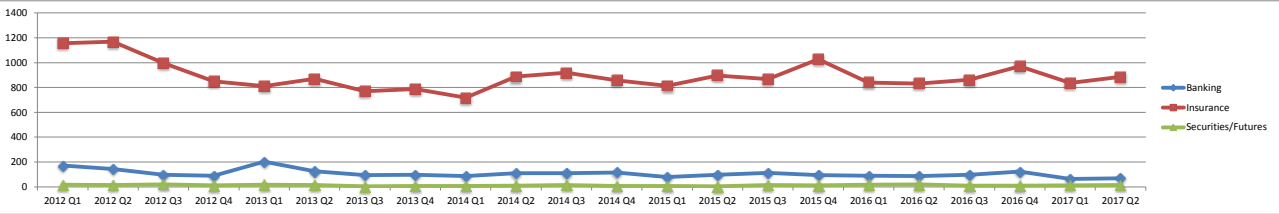
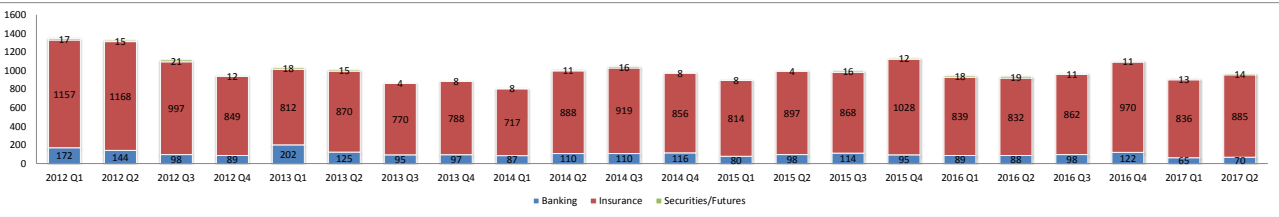


Number of Complaints by Industry / Time

|                    | 2012 Q1 | 2012 Q2 | 2012 Q3 | 2012 Q4 | 2013 Q1 | 2013 Q2 | 2013 Q3 | 2013 Q4 | 2014 Q1 | 2014 Q2 | 2014 Q3 | 2014 Q4 | 2015 Q1 | 2015 Q2 | 2015 Q3 | 2015 Q4 | 2016 Q1 | 2016 Q2 | 2016 Q3 | 2016 Q4 | 2017 Q1 | 2017 Q2 |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Banking            | 172     | 144     | 98      | 89      | 202     | 125     | 95      | 97      | 87      | 110     | 110     | 116     | 80      | 98      | 114     | 95      | 89      | 88      | 98      | 122     | 65      | 70      |
| Insurance          | 1157    | 1168    | 997     | 849     | 812     | 870     | 770     | 788     | 717     | 888     | 919     | 856     | 814     | 897     | 868     | 1028    | 839     | 832     | 862     | 970     | 836     | 885     |
| Securities/Futures | 17      | 15      | 21      | 12      | 18      | 15      | 4       | 8       | 8       | 11      | 16      | 8       | 8       | 4       | 16      | 12      | 18      | 19      | 11      | 11      | 13      | 14      |
| Total              | 1346    | 1327    | 1116    | 950     | 1032    | 1010    | 869     | 893     | 812     | 1009    | 1045    | 980     | 902     | 999     | 998     | 1135    | 946     | 939     | 971     | 1103    | 914     | 969     |



Percentage of Cases by Industry / Time

|                    | 2012 Q1 | 2012 Q2 | 2012 Q3 | 2012 Q4 | 2013 Q1 | 2013 Q2 | 2013 Q3 | 2013 Q4 | 2014 Q1 | 2014 Q2 | 2014 Q3 | 2014 Q4 | 2015 Q1 | 2015 Q2 | 2015 Q3 | 2015 Q4 | 2016 Q1 | 2016 Q2 | 2016 Q3 | 2016 Q4 | 2017 Q1 | 2017 Q2 |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Banking            | 12.78%  | 10.85%  | 8.78%   | 9.37%   | 19.57%  | 12.38%  | 10.93%  | 10.86%  | 10.71%  | 11.00%  | 10.00%  | 12.00%  | 9.00%   | 10.00%  | 11.00%  | 8.00%   | 9.00%   | 9.00%   | 10.00%  | 11.00%  | 7.00%   | 7.00%   |
| Insurance          | 85.96%  | 88.02%  | 89.34%  | 89.37%  | 78.68%  | 86.14%  | 88.61%  | 88.24%  | 88.30%  | 88.00%  | 88.00%  | 87.00%  | 90.00%  | 89.00%  | 88.00%  | 91.00%  | 89.00%  | 89.00%  | 89.00%  | 88.00%  | 92.00%  | 92.00%  |
| Securities/Futures | 1.26%   | 1.13%   | 1.88%   | 1.26%   | 1.75%   | 1.48%   | 0.46%   | 0.90%   | 0.99%   | 1.00%   | 2.00%   | 1.00%   | 1.00%   | 1.00%   | 1.00%   | 1.00%   | 2.00%   | 2.00%   | 1.00%   | 1.00%   | 1.00%   | 1.00%   |

