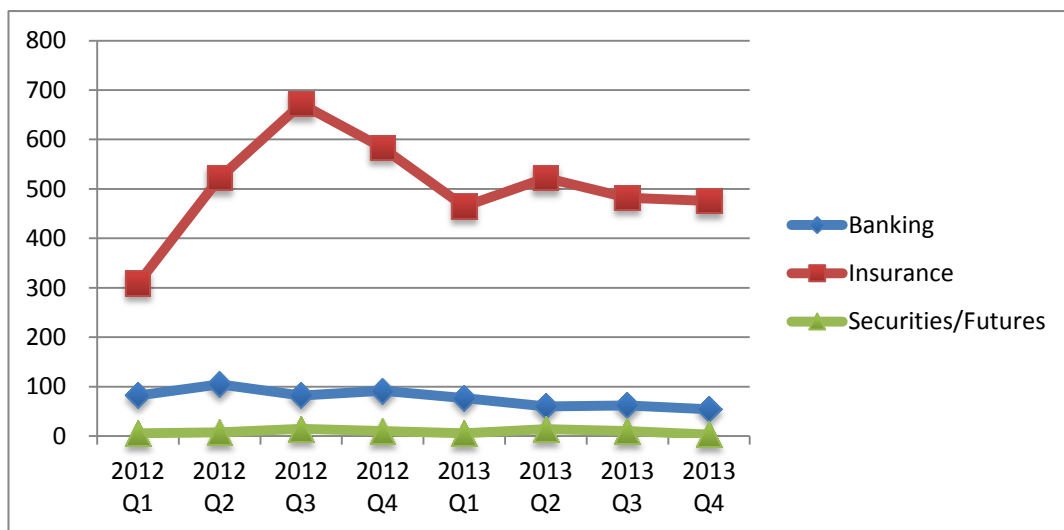
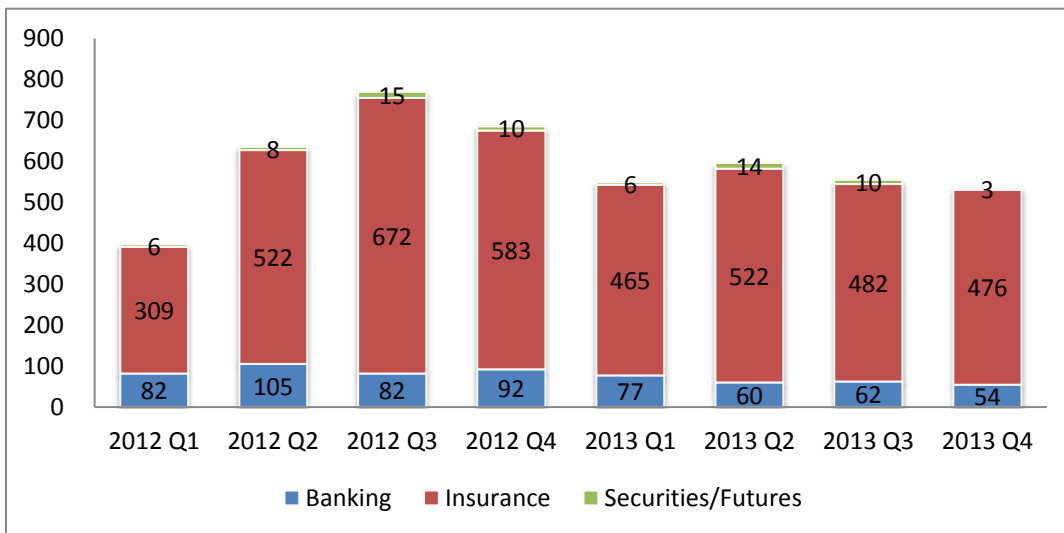


Number of Ombudsman Cases by Industry / Time

	2012 Q1	2012 Q2	2012 Q3	2012 Q4	2013 Q1	2013 Q2	2013 Q3	2013 Q4
Banking	82	105	82	92	77	60	62	54
Insurance	309	522	672	583	465	522	482	476
Securities/Futures	6	8	15	10	6	14	10	3
Total	397	635	769	685	548	596	554	533



Porprotron Chart by Industry / Time

	2012 Q1	2012 Q2	2012 Q3	2012 Q4	2013 Q1	2013 Q2	2013 Q3	2013 Q4
Banking	20.66%	16.54%	10.66%	13.43%	14.05%	10.07%	11.19%	10.13%
Insurance	77.83%	82.20%	87.39%	85.11%	84.85%	87.58%	87.00%	89.31%
Securities/Futures	1.51%	1.26%	1.95%	1.46%	1.10%	2.35%	1.81%	0.56%

