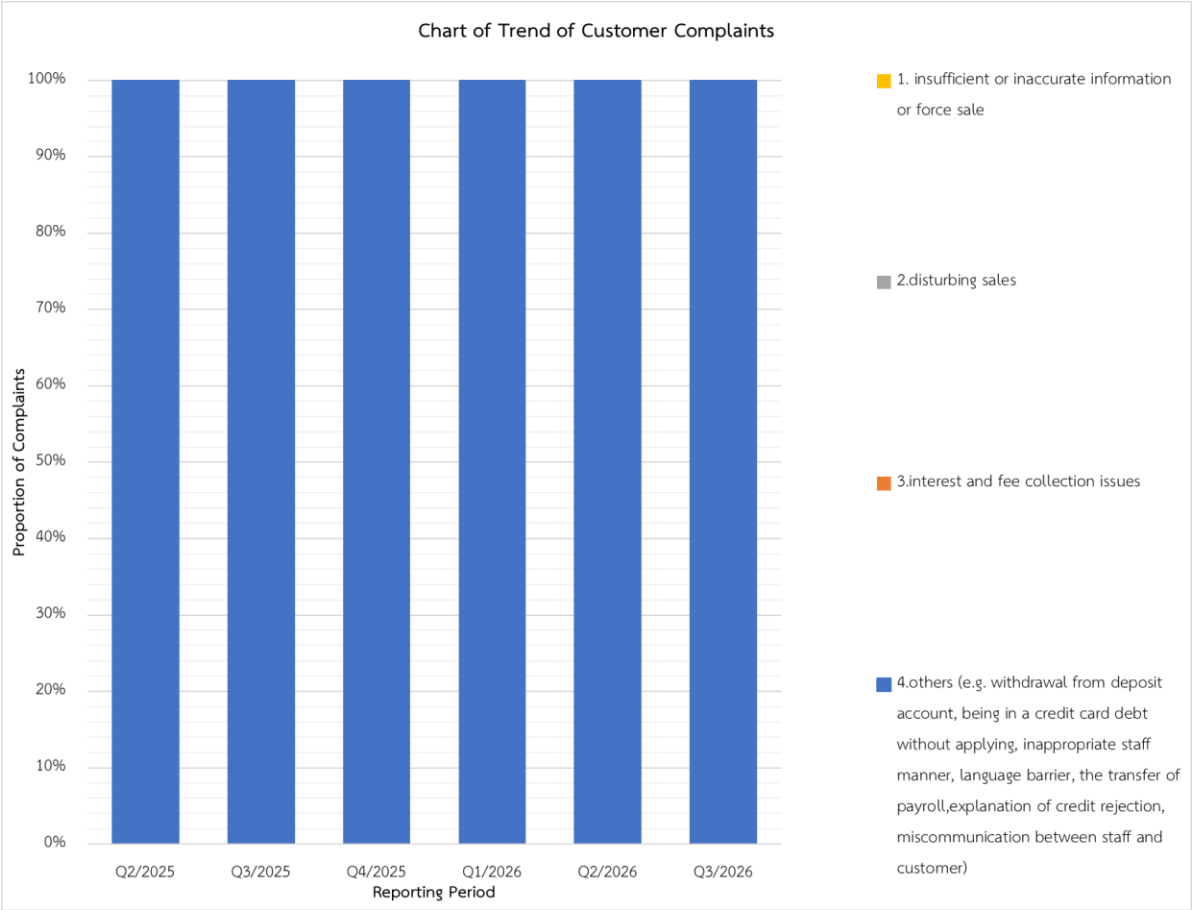
Disclosure of Data Relating to Financial Service Issues and Customer Complaint Resolution

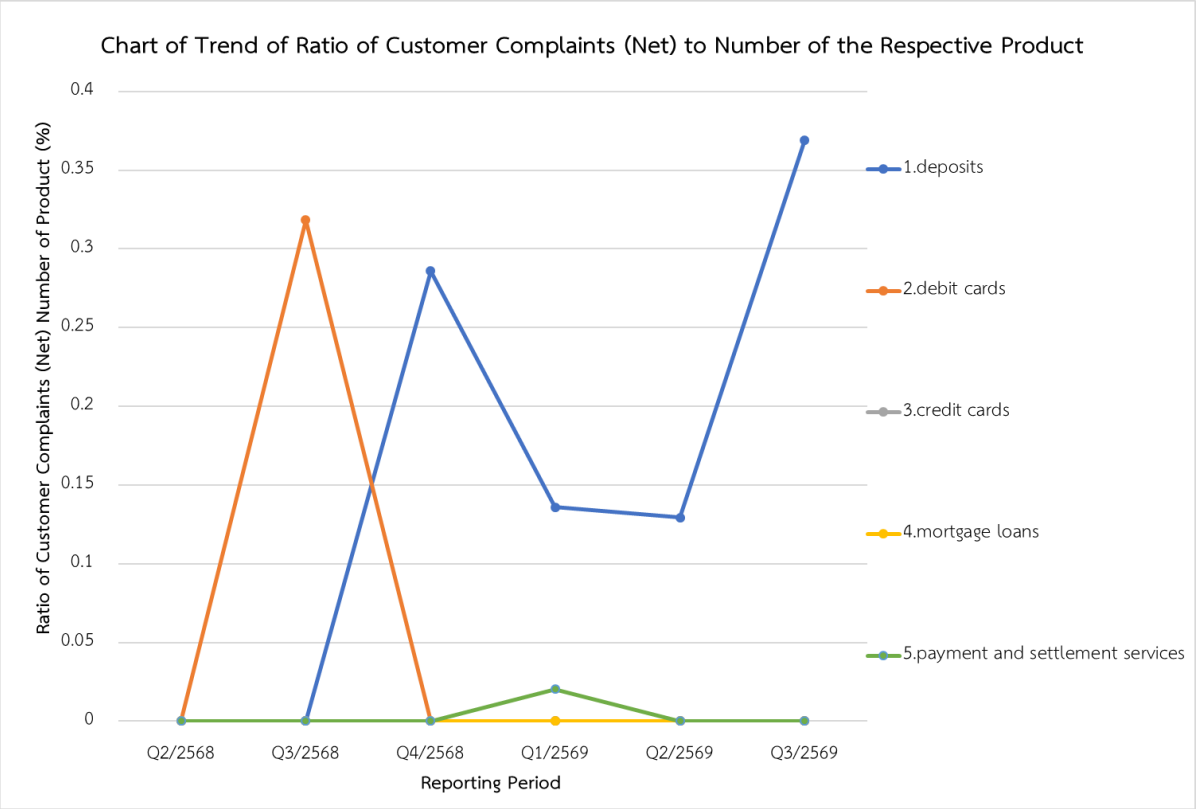
1. Trend of Customer Complaints



Remark

- In Q2/2025, there was a total of 1 customer complaint under Item “Others”. Therefore, “Others” category accounted for 100 % of complaint incurred during this quarter.
- In Q3/2025, there were a total of 1 customer complaint under Item “Others”. Therefore, “Others” category accounted for 100 % of complaints incurred during this quarter.
- In Q4/2025, there were a total of 2 customer complaint under Item “Others”. Therefore, “Others” category accounted for 100 % of complaints incurred during this quarter.
- In Q1/2026, there were a total of 2 customer complaint under Item “Others”. Therefore, “Others” category accounted for 100 % of complaints incurred during this quarter.
- In Q2/2026, there were a total of 1 customer complaint under Item “Others”. Therefore, “Others” category accounted for 100 % of complaints incurred during this quarter.
- In Q3/2026, there were a total of 3 customer complaints under Item “Others”. Therefore, “Others” category accounted for 100 % of complaints incurred during this quarter.

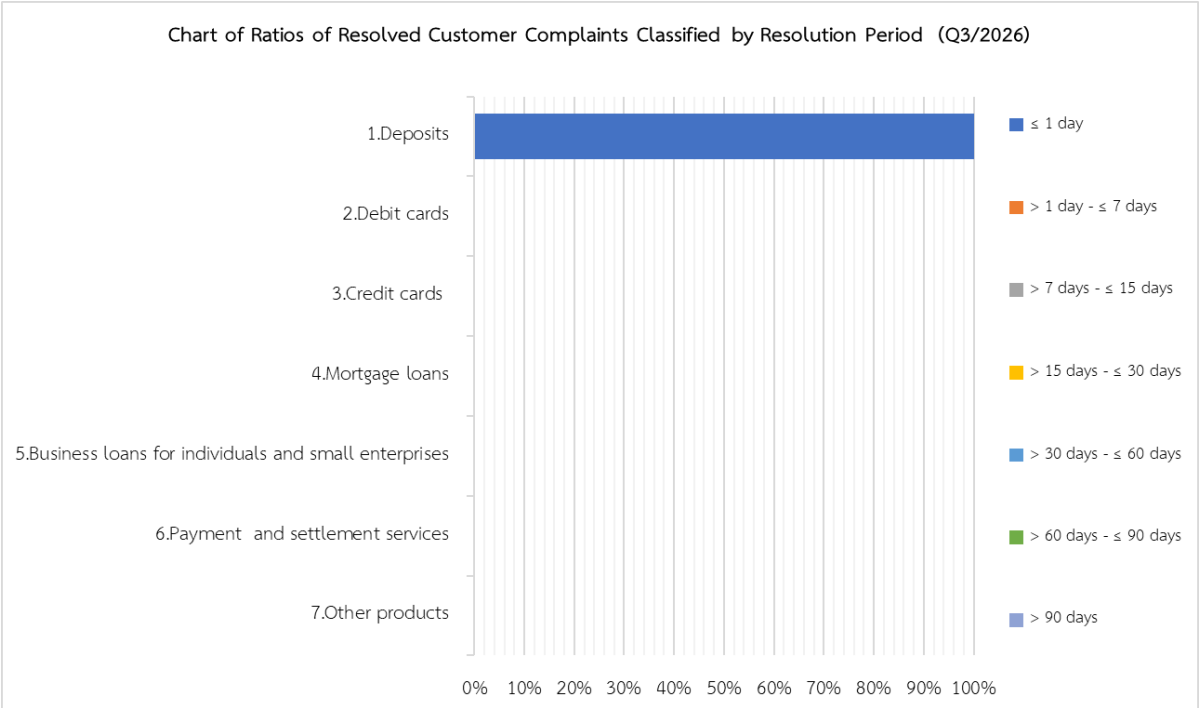
2. **Trend of Ratios of Customer Complaints (Net) to Number of the Respective Products – Top 5 Products with the Highest Customer Complaints**



Remark

- In Q2/2025, there was 1 complaint case that was not relating to product but late response to customer.
- In Q3/2025, since the ratio of customer complaints of particular product was closed to 0% and cannot be clearly shown on the chart, the Bank scaled up the ratio by multiplying them by 100. Therefore, the Credit Card Ratio was 0.003182179% and the Chart indicated the ratios of 0.3182%
- In Q4/2025, since the ratio of customer complaints of particular product was closed to 0% and cannot be clearly shown on the chart, the Bank scaled up the ratio by multiplying them by 100. Therefore, the Deposit Ratio was 0.002859921% and the Chart indicated the ratios of 0.285%.
- In Q1/2026, since the ratio of customer complaints of particular product was closed to 0% and cannot be clearly shown on the chart, the Bank scaled up the ratio by multiplying them by 100. Therefore, the Deposit Ratio was 0.135998912% and the Chart indicated the ratios of 0.136%, Payment and Settlement Services Ratio was 0.020461907% and the Chart indicated the rations of 0.020%.
- In Q2/2026, since the ratio of customer complaints of particular product was closed to 0% and cannot be clearly shown on the chart, the Bank scaled up the ratio by multiplying them by 100. Therefore, the Deposit Ratio was 0.001293092% and the Chart indicated the ratios of 0.129%
- In Q3/2026, since the ratio of customer complaints of particular product was closed to 0% and cannot be clearly shown on the chart, the Bank scaled up the ratio by multiplying them by 100. Therefore, the Deposit Ratio was 0.003690672% and the Chart indicated the ratios of 0.369%

3. **Ratio of Resolved Customer Complaints Classified by Resolution Period**



Remark

- There were 3 customer complaints incurred in Q2/2026.

4. **Top 5 Products with the Highest Customer Complaints Classified by Resolution Period of More Than 30 Days**

Q3/2026 - There was no customer complaint which was classified by resolution period of more than 30 days.