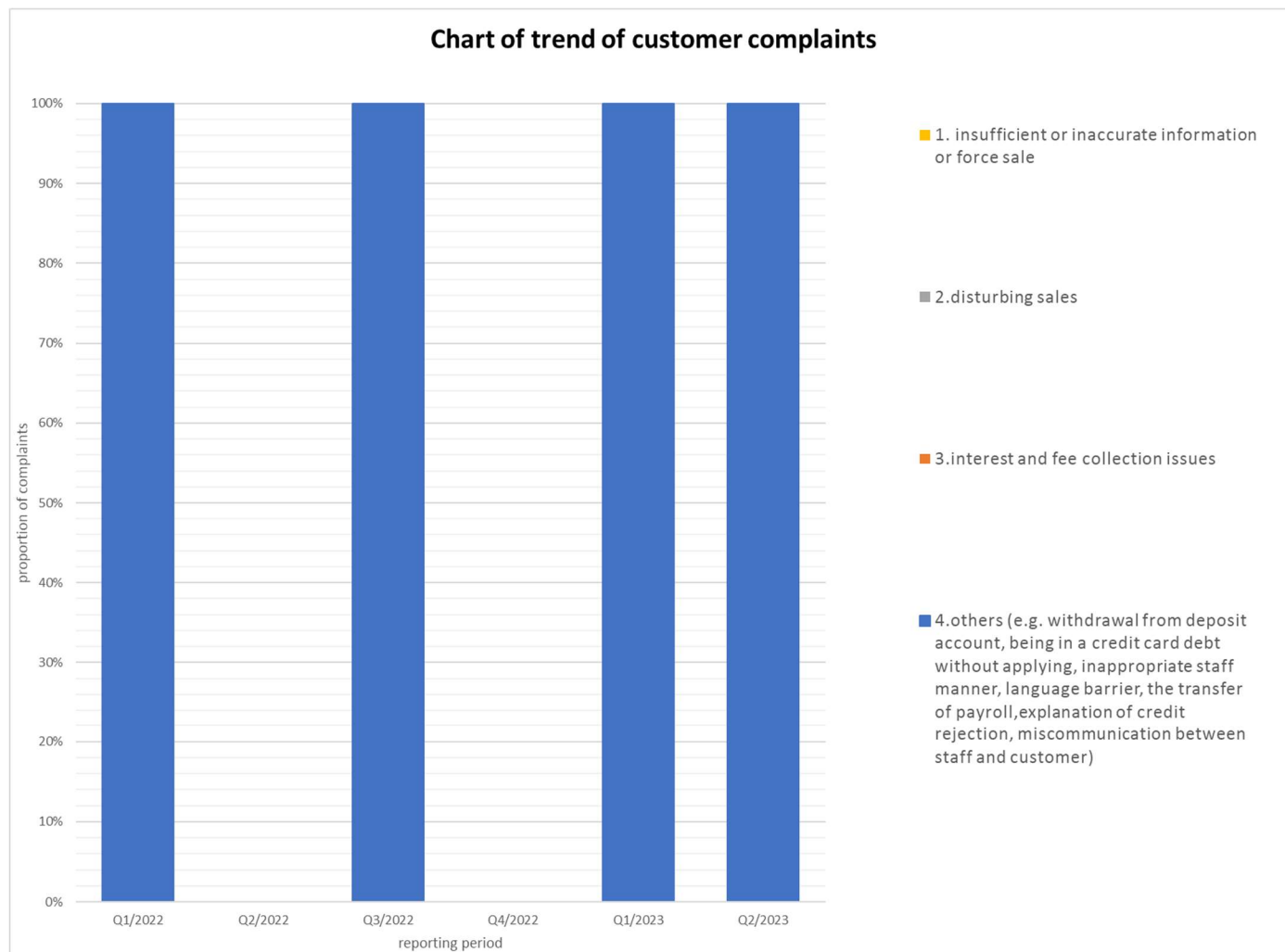


# Disclosure of Data Relating to Financial Service Issues and Customer Complaint Resolution

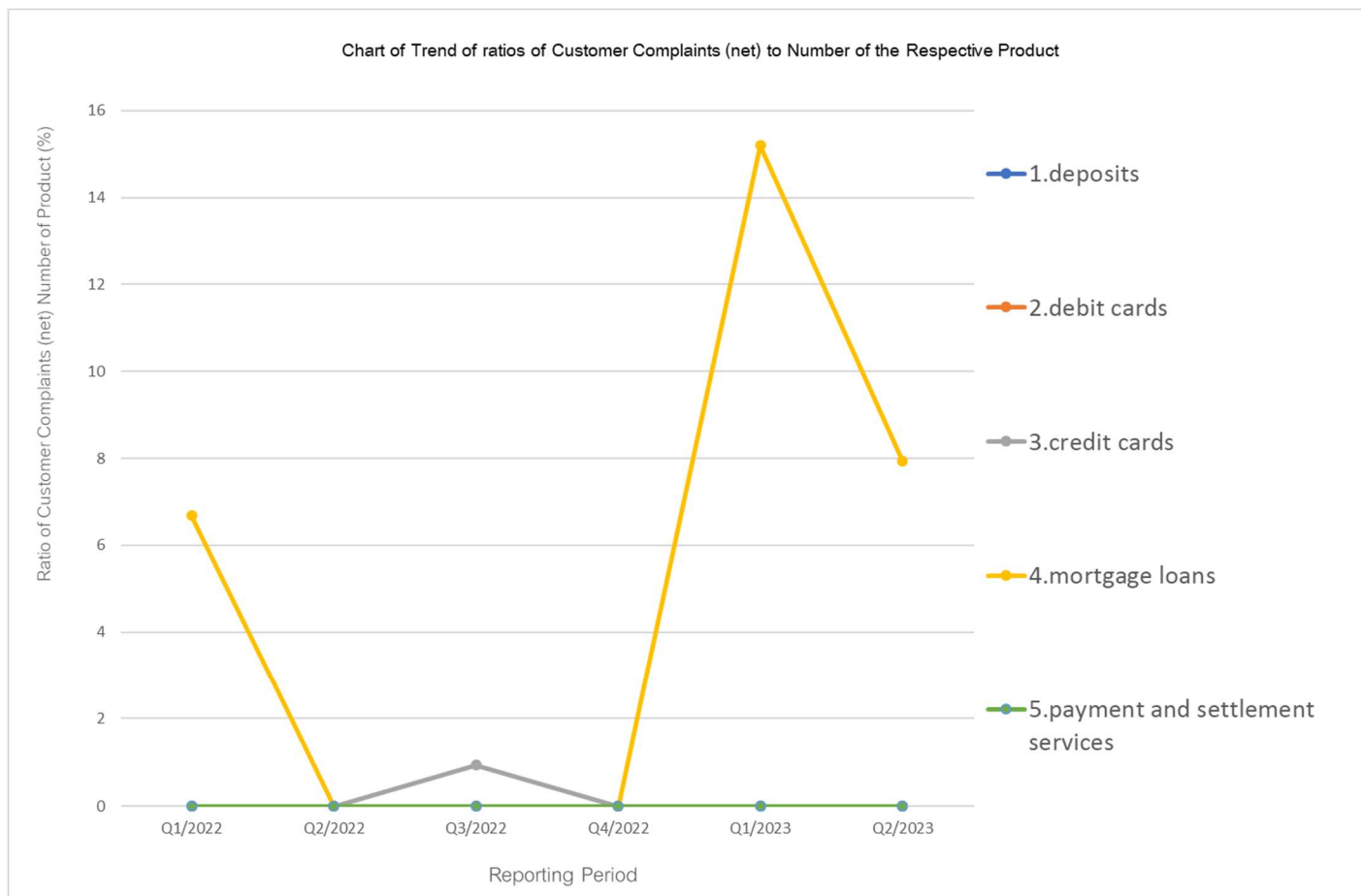
## 1. Trend of Customer Complaints



### Remark

- In Q1/2022, there was 1 customer complaint (net) under Item "Others". Therefore, "Others" category accounted for 100 % of complaint incurred during this quarter.
- In Q2/2022, there was no customer complaint.
- In Q3/2022, there were 2 customers complaint (net) under Item "Others". Therefore, "Others" category accounted for 100 % of complaint incurred during this quarter.
- In Q4/2022, there was no customer complaint.
- In Q1/2023, there were 3 customers complaint (net) under Item "Others". Therefore, "Others" category accounted for 100 % of complaint incurred during this quarter.
- In Q2/2023, there was 1 customer complaint (net) under Item "Others". Therefore, "Others" category accounted for 100 % of complaint incurred during this quarter.

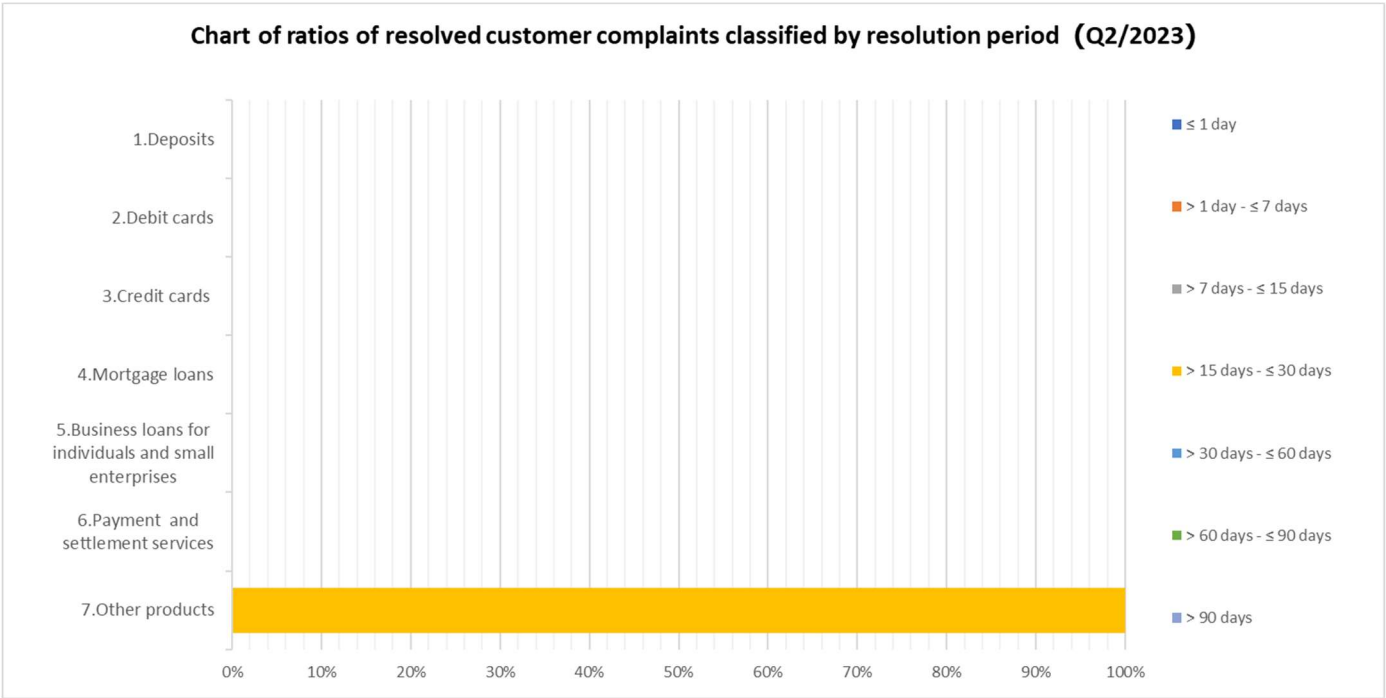
## 2. Trend of Ratios of Customer Complaints (net) to Number of the Respective Products – top 5 products with the Highest Customer Complaints



### Remark

- In Q1/2022, 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 Mortgage Loan Ratio was 0.066755674% and the Chart indicated the ratios of 6.675%.
- In Q2/2022, there was no customer complaint.
- In Q3/2022, 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 Mortgage Loan Ratio was 0.009407338% and the Chart indicated the ratios of 0.941%.
- In Q4/2022, there was no customer complaint.
- In Q1/2023, 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 Mortgage Loan Ratio was 0.151975684% and the Chart indicated the ratios of 15.198%.
- In Q2/2023, 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 Mortgage Loan Ratio was 0.079302141% and the Chart indicated the ratios of 7.930%.

3. Ratio of Resolved Customer Complaints Classified by Resolution Period



Remark

- In Q1/2023, there was 1 customer complaint that was closed in Q2/2023 (as shown in the chart above).
- In Q2/2023, there was 1 customer complaint (net) that was not closed within the quarter.

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

**Q2/2023** - There was no customer complaint, which was classified by resolution period of more than 30 days.