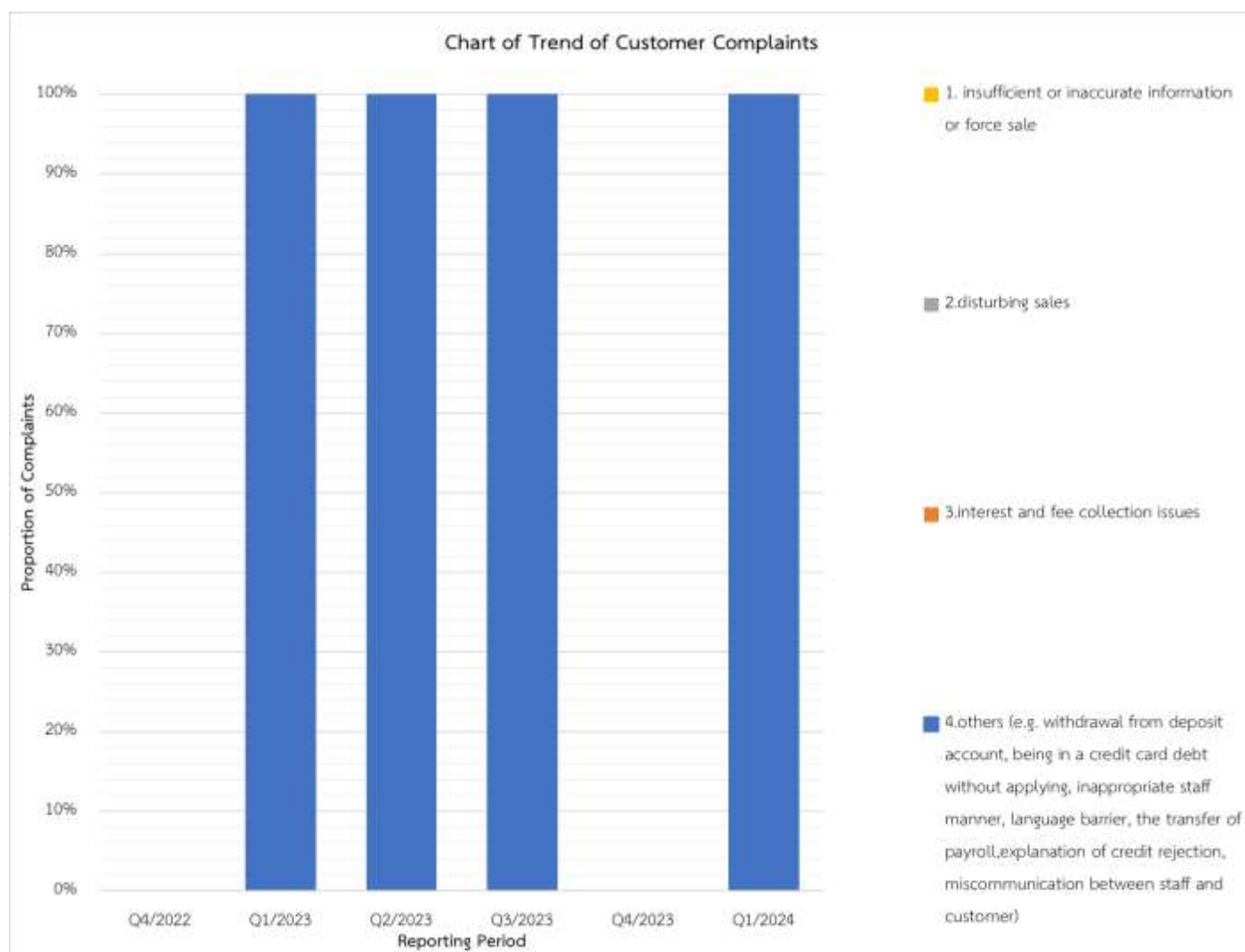


Disclosure of Data Relating to Financial Service Issues and Customer Complaint Resolution

1. Trend of Customer Complaints

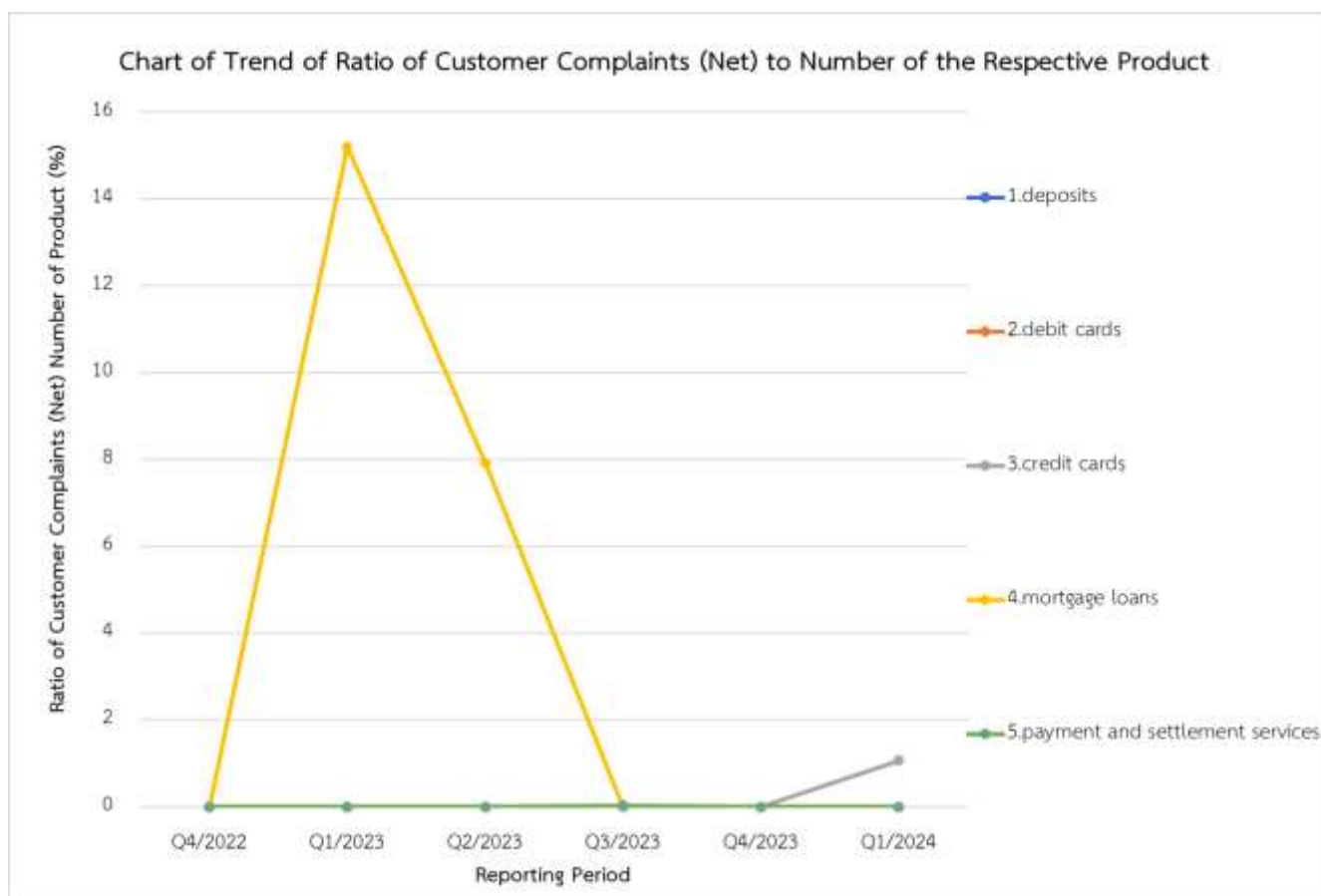


Remark

- In Q4/2022, there was no customer complaint.
- In Q1/2023, there were a total of 3 customers complaints under Item “Others”.
Therefore, “Others” category accounted for 100 % of complaints incurred during this quarter.
- In Q2/2023, there was a total of 1 customer complaint under Item “Others”.
Therefore, “Others” category accounted for 100 % of complaint incurred during this quarter.
- In Q3/2023, there was a total of 1 customer complaint under Item “Others”.
Therefore, “Others” category accounted for 100 % of complaint incurred during this quarter.
- In Q4/2023, there was no customer complaint.
- In Q1/2024, there were a total of 1 customer complaint 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

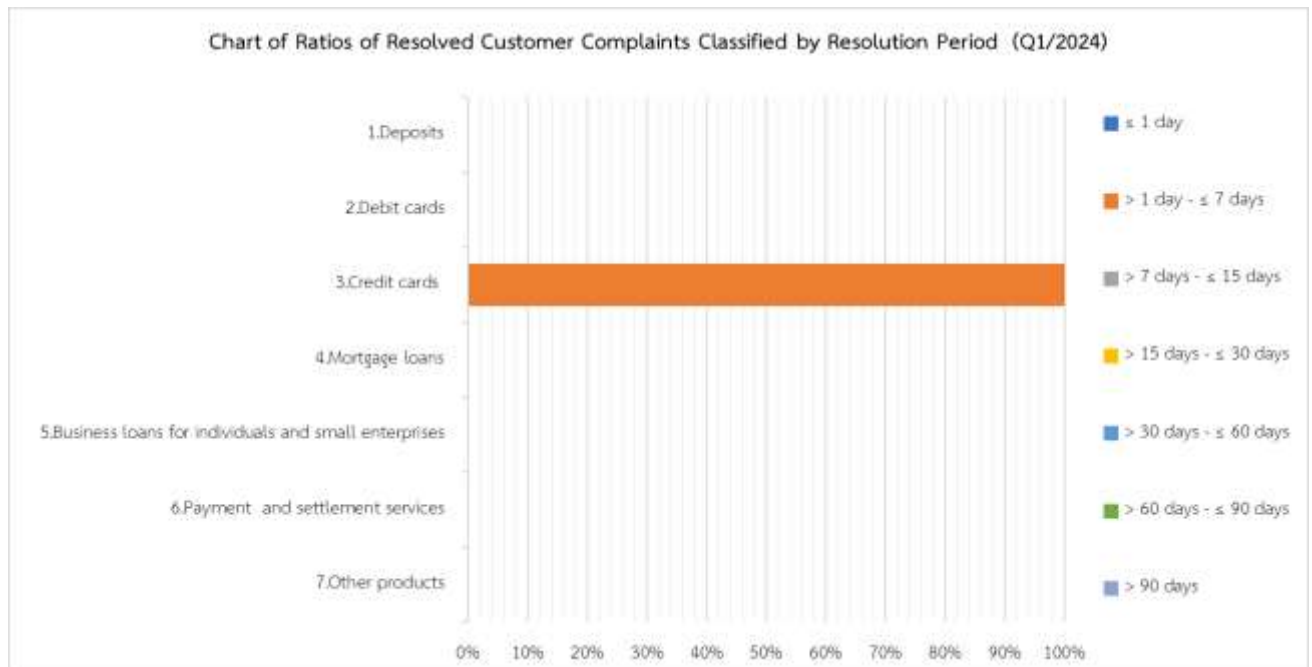
– Top 5 Products with the Highest Customer Complaints



Remark

- In 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%.
- In Q3/2023, 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 Payment and Settlement Services Ratio was 0.000329277% and the Chart indicated the ratios of 0.033%.
- In Q4/2023, there was no customer complaint.
- In Q1/2024, 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 0.0106439595529537% and the Chart indicated the ratios of 1.064%.

3. Ratio of Resolved Customer Complaints Classified by Resolution Period



Remark

- There was 1 customer complaint incurred in Q1/2024.

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

Q1/2024 - There was no customer complaint which was classified by resolution period of more than 30 days.