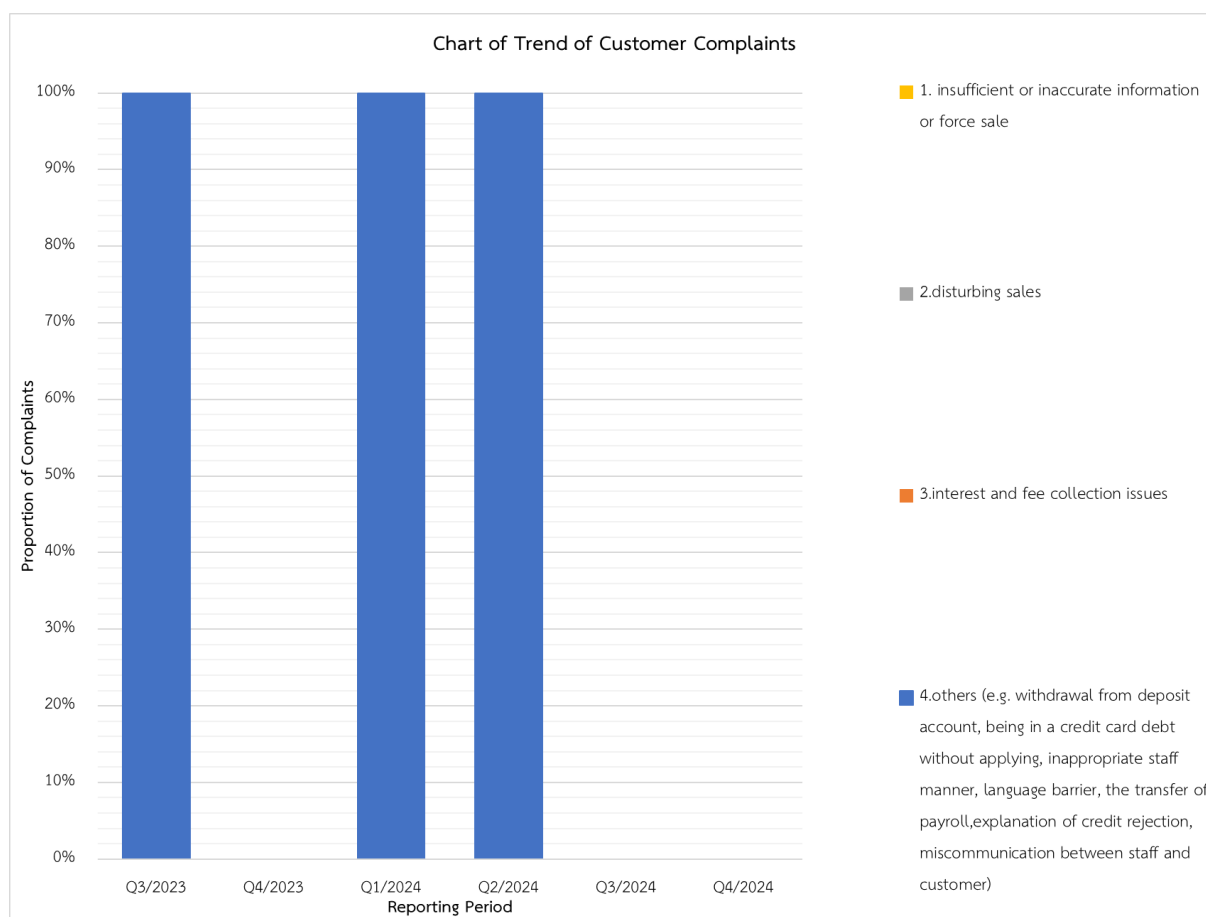


## Disclosure of Data Relating to Financial Service Issues and Customer Complaint Resolution

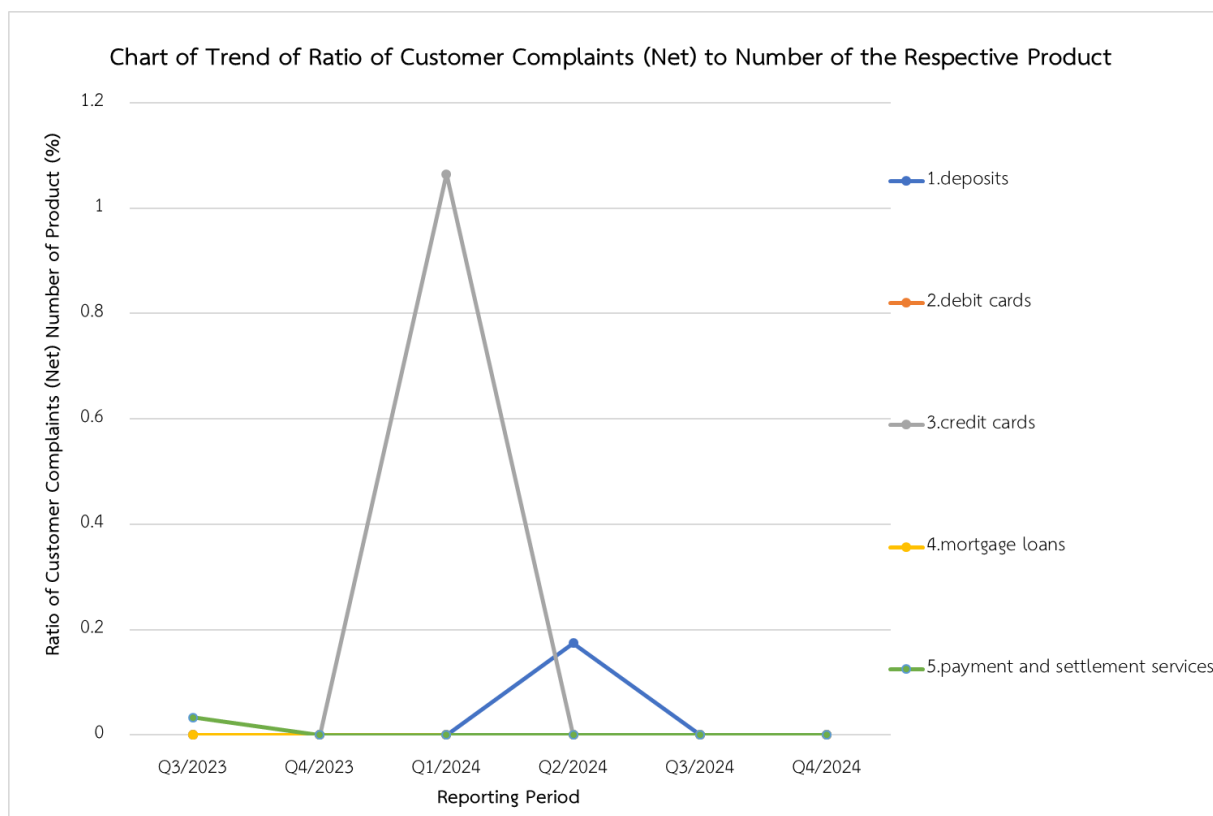
### 1. Trend of Customer Complaints



#### Remark

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

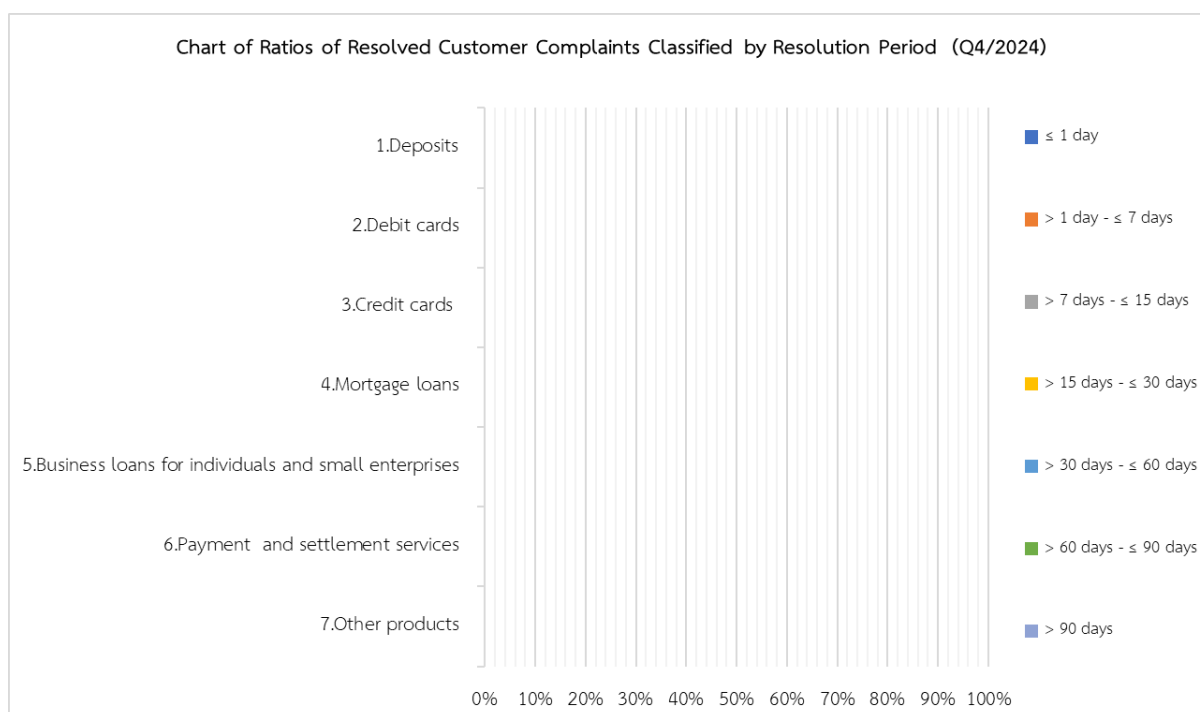
## 2. Trend of Ratios of Customer Complaints (Net) to Number of the Respective Products – Top 5 Products with the Highest Customer Complaints



### Remark

- 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 0.010643959% and the Chart indicated the ratios of 1.064%.
- In Q2/2024, 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 Deposit Ratio was 00.001738767% and the Chart indicated the ratios of 0.173%.
- In Q3/2024, there was no customer complaint.
- In Q4/2024, there was no customer complaint.

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



#### Remark

- There was no customer complaint incurred in Q4/2024.

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

**Q4/2024** - There was no customer complaint which was classified by resolution period of more than 30 days.