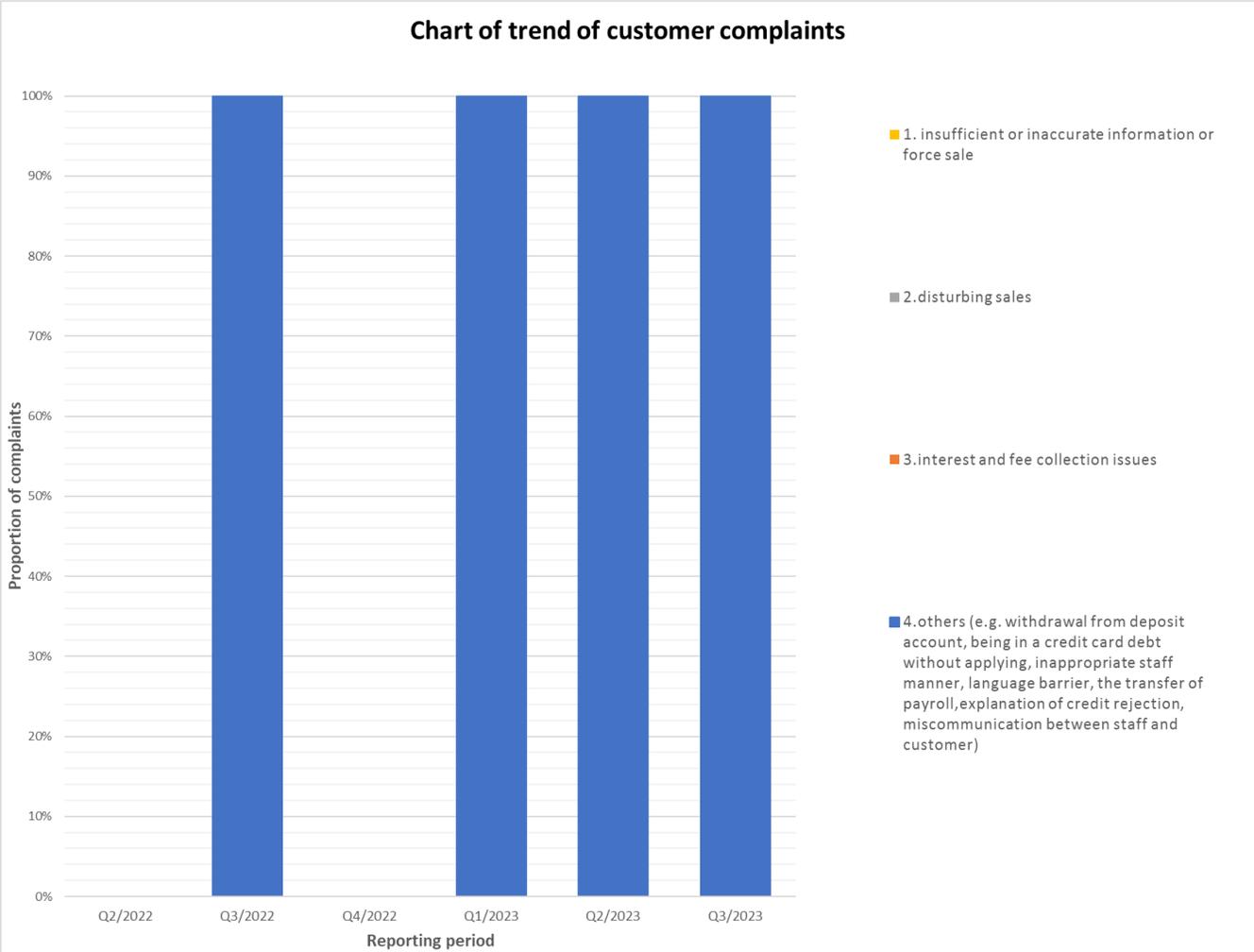


# Disclosure of Data Relating to Financial Service Issues and Customer Complaint Resolution

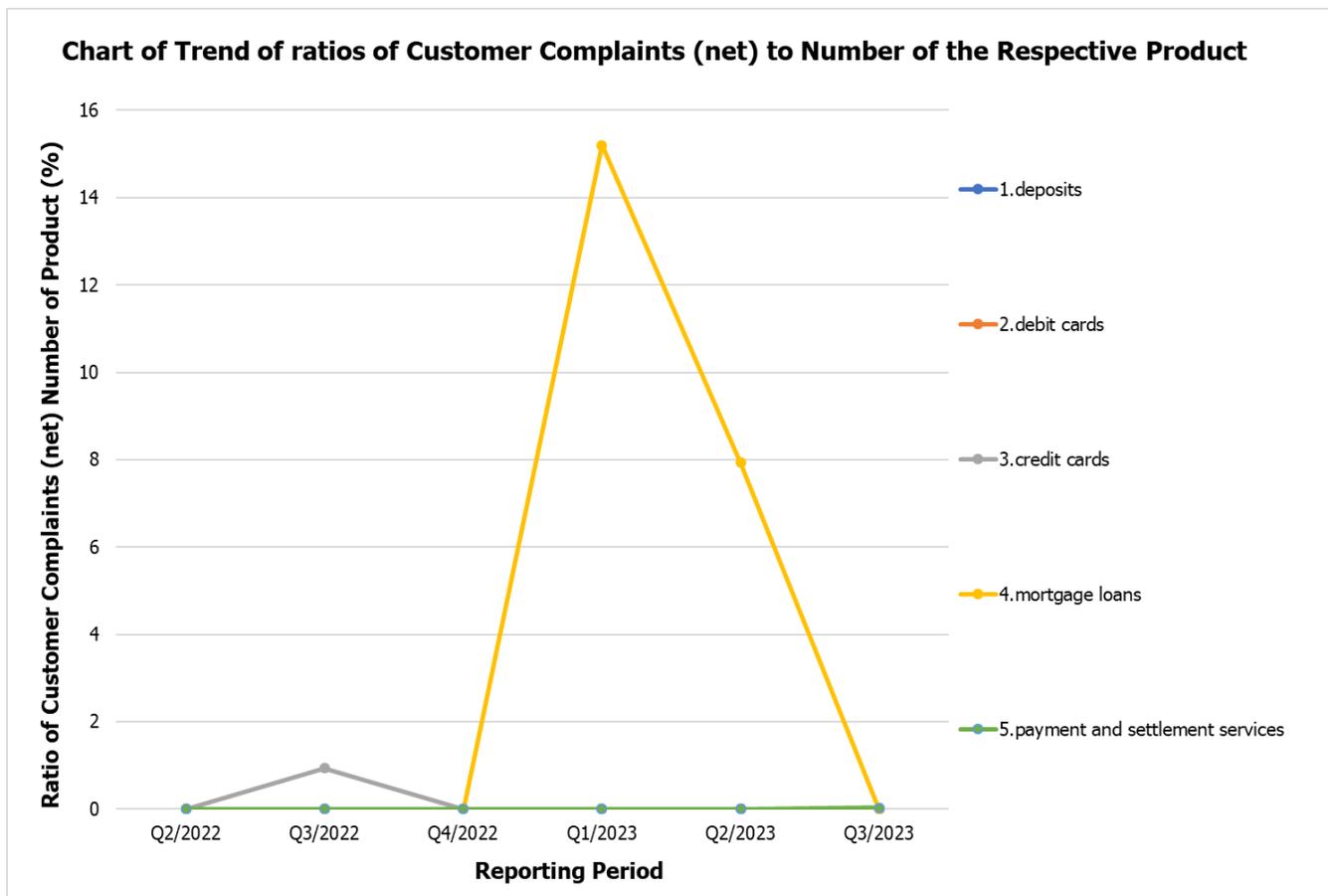
## 1. Trend of Customer Complaints



### Remark

- In Q2/2022, there was no customer complaint.
- In Q3/2022, there were a total of 2 customers complaints under Item "Others". Therefore, "Others" category accounted for 100 % of complaints incurred during this quarter.
- 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.

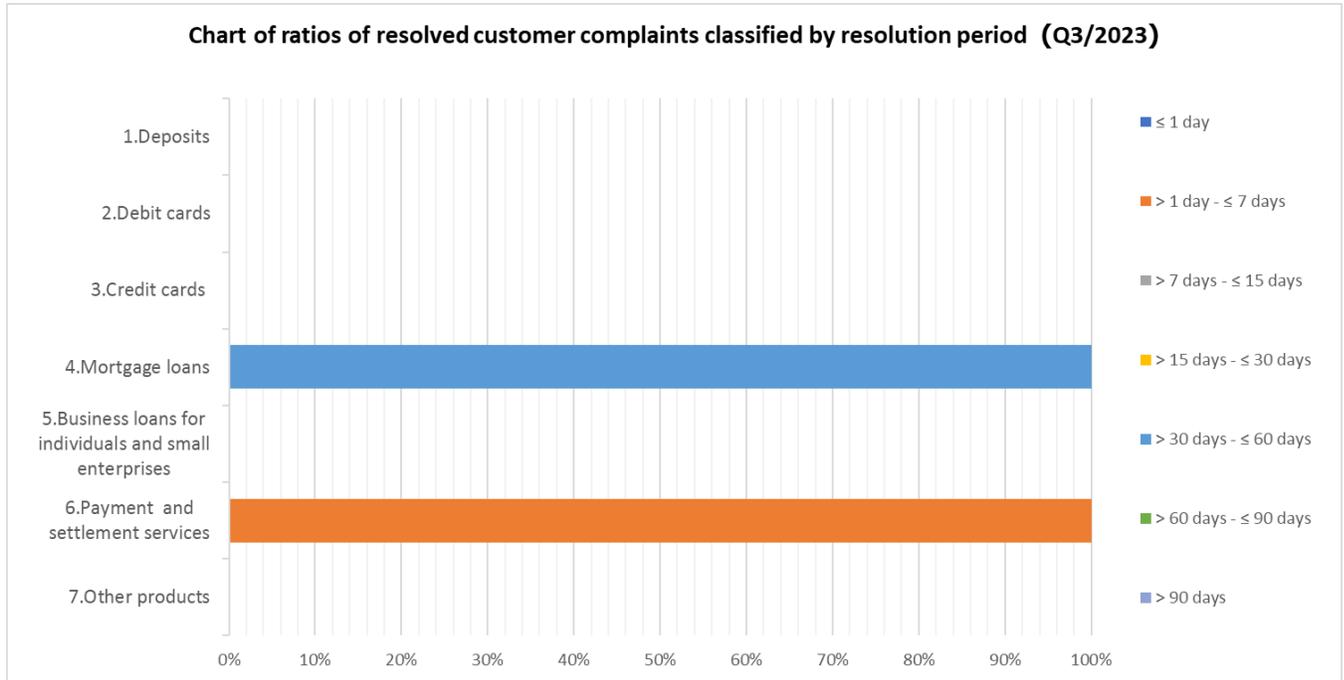
## 2. Trend of Ratios of Customer Complaints (net) to Number of the Respective Products – top 5 products with the Highest Customer Complaints



### Remark

- In Q2/2022, 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%.
- 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%.

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



#### Remark

- 1 customer complaint incurred in Q2/2023 was resolved in Q3/2023.
- 1 customer complaint incurred in Q3/2023 was resolved in the same period.

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

**Q3/2023** - There was no customer complaint which was classified by resolution period of more than 30 days.