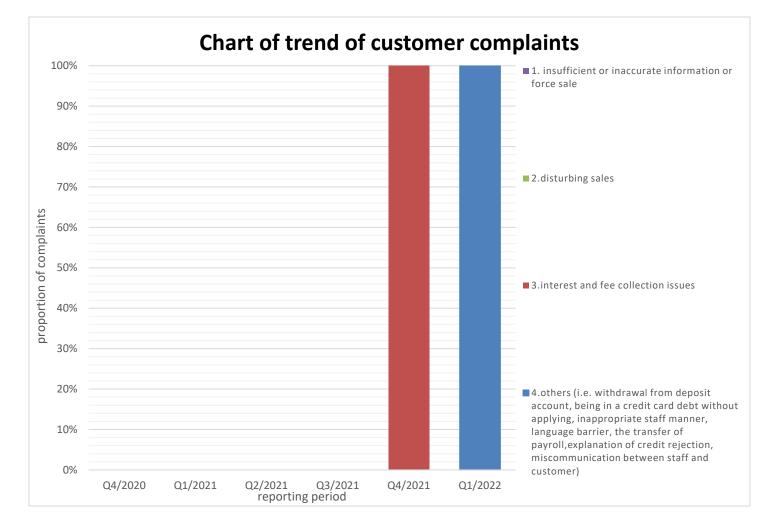
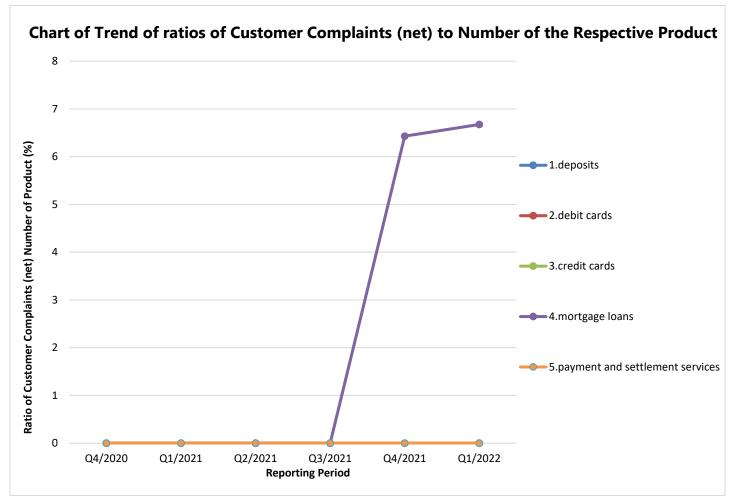
Disclosure of Data Relating to Financial Service Issues and Customer Complaint Resolution



1. Trend of Customer Complaints

<u>Remark</u>

- There was no customer complaint in Q4/2020.
- There was no customer complaint in Q1/2021.
- There was no customer complaint in Q2/2021.
- There was no customer complaint in Q3/2021.
- There was 1 customer complaint (net) in Q4/ 2021 under Item "Interest and Fee Collection Issue", the Chart indicates the ratio of 100%.
- There was 1 customer complaint (net) in Q1/2022 under Item "Others", the Chart indicates the ratio of 100%.



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

<u>Remark</u>

- There was no customer complaint Q4/2020.
- There was no customer complaint Q1/2021.
- There was no customer complaint Q2/2021.
- There was no customer complaint Q3/2021.
- 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 Q4/2021 Mortgage Loan Ratio was 0.06430868%. The Chart indicated the ratios of 6.431%.

- 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 Q1/2022 Mortgage Loan Ratio was 0.066755674%. The Chart indicated the ratios of 6.675%.

Chart of ratios of resolved customer complaints classified by resolution period (Q1/2022) 7.other products ■ ≤ 1 day 6.payment and ■ > 1 day - ≤ 7 days settlement services 5. Business loans for > 7 days - ≤ 15 individuals... days > 15 days - ≤ 30 4.mortgage loans days ■ > 30 days - ≤ 60 days 3.credit cards > 60 days - ≤ 90 days > 90 days 2.debit cards 1.deposits 0% 20% 40% 50% 70% 80% 90% 100% 10% 30% 60%

3. Ratio of Resolved Customer Complaints Classified by Resolution Period

Remark There was 1 customer complaint in Q1/2022.

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

Q1/2022 - There was no customer complaint, which was classified by resolution period of more than 30 days.