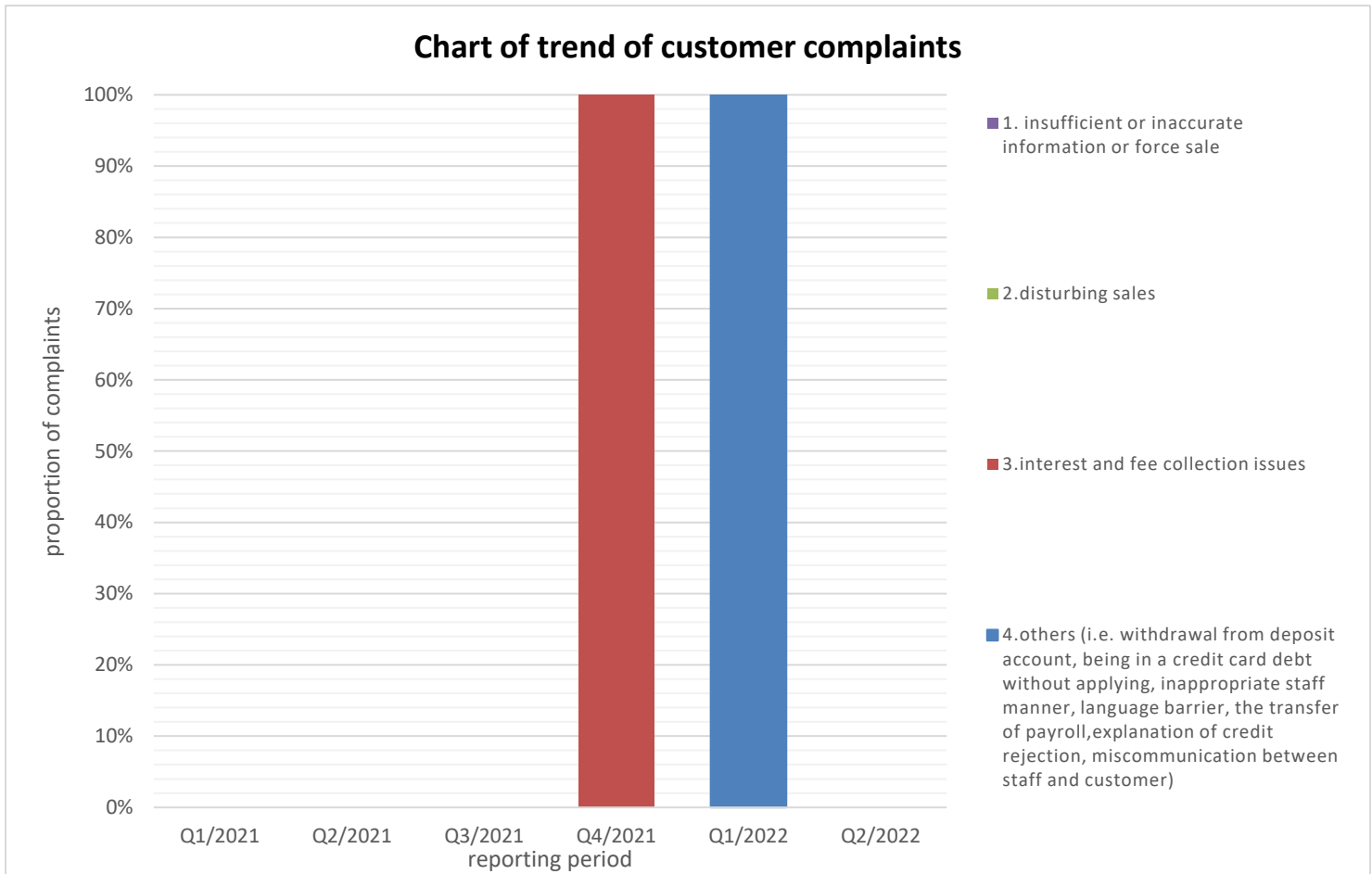


Disclosure of Data Relating to Financial Service Issues and Customer Complaint Resolution

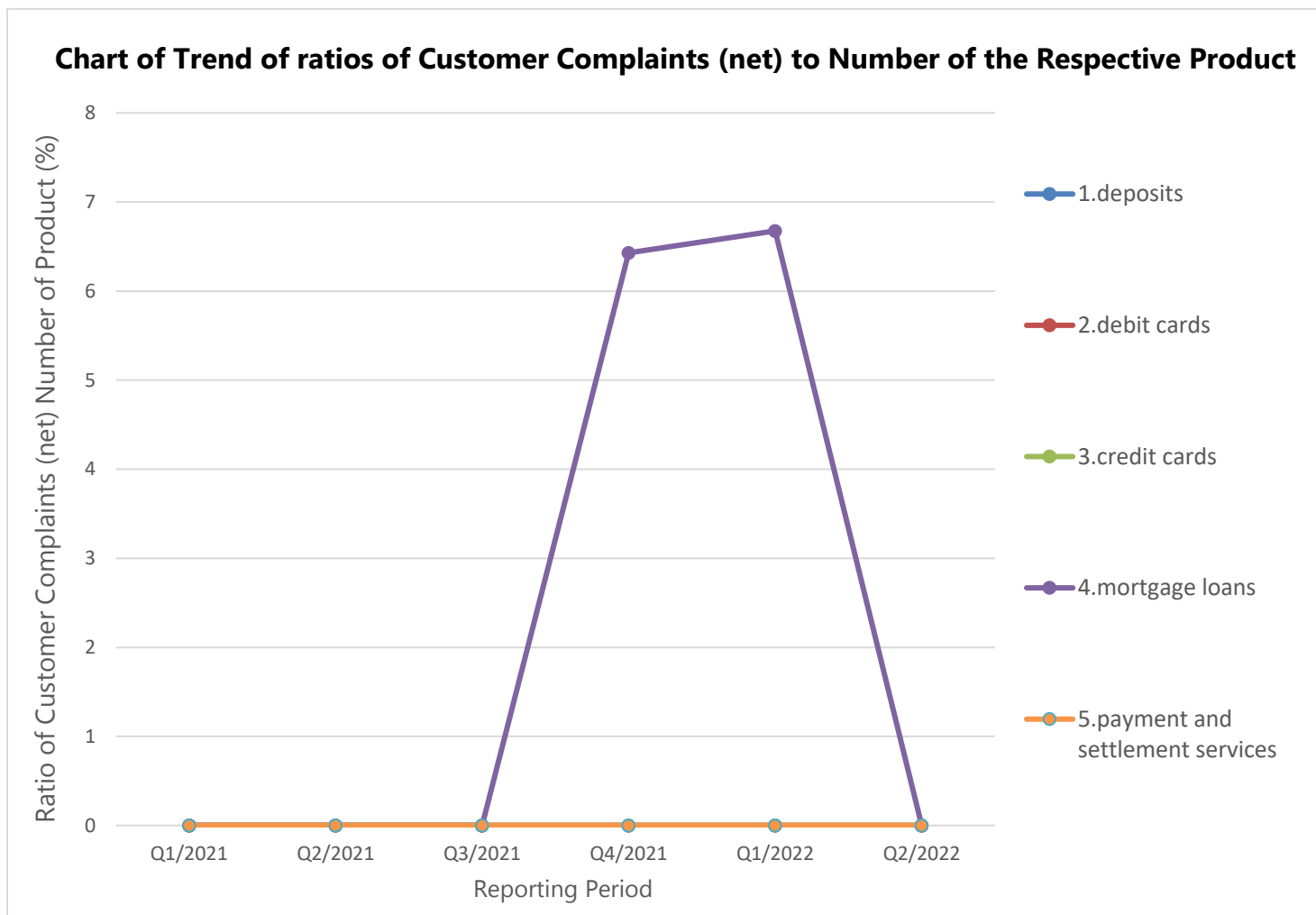
1. Trend of Customer Complaints



Remark

- 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%.
- There was no customer complaint in Q2/2022.

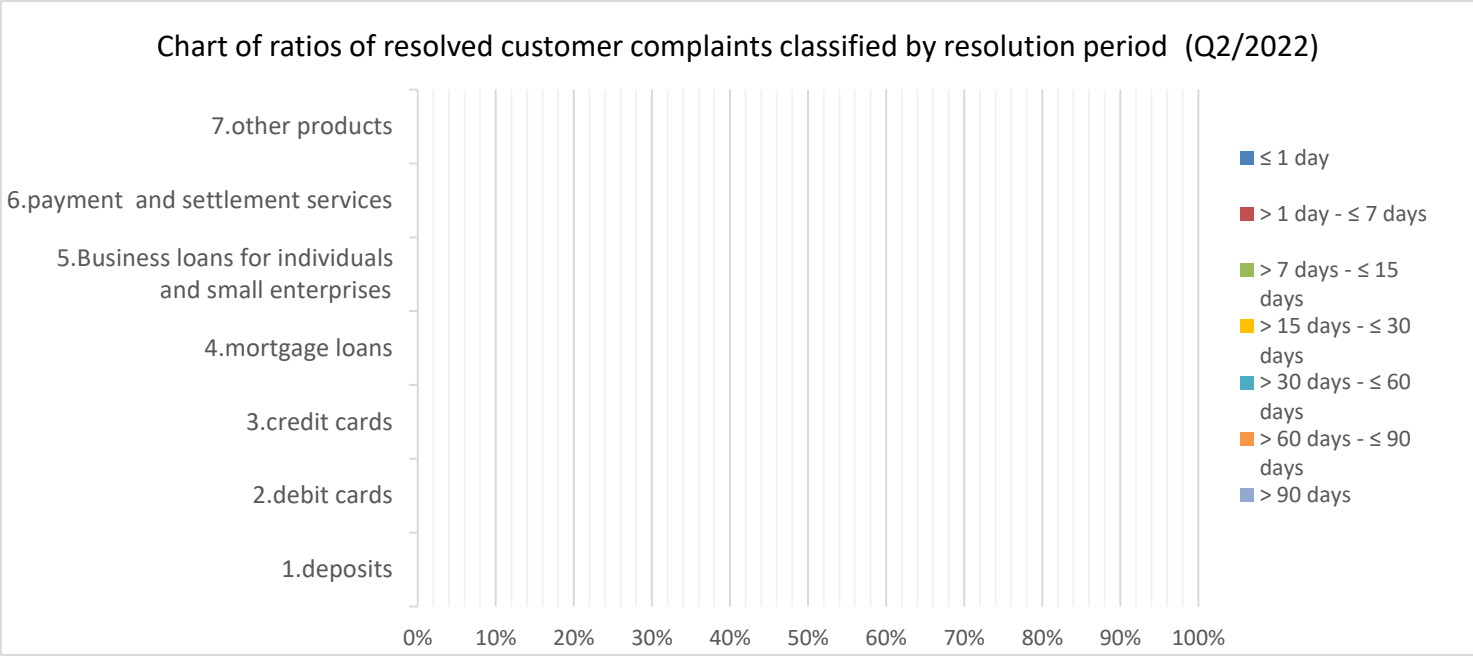
2. Trend of Ratios of Customer Complaints (net) to Number of the Respective Products – top 5 products with the Highest Customer Complaints



Remark

- 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%.
- There was no customer complaint Q2/2022.

3. Ratio of Resolved Customer Complaints Classified by Resolution Period



Remark There was no customer complaint in Q2/2022.

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

Q2/2022 - There was no customer complaint, which was classified by resolution period of more than 30 days.