

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

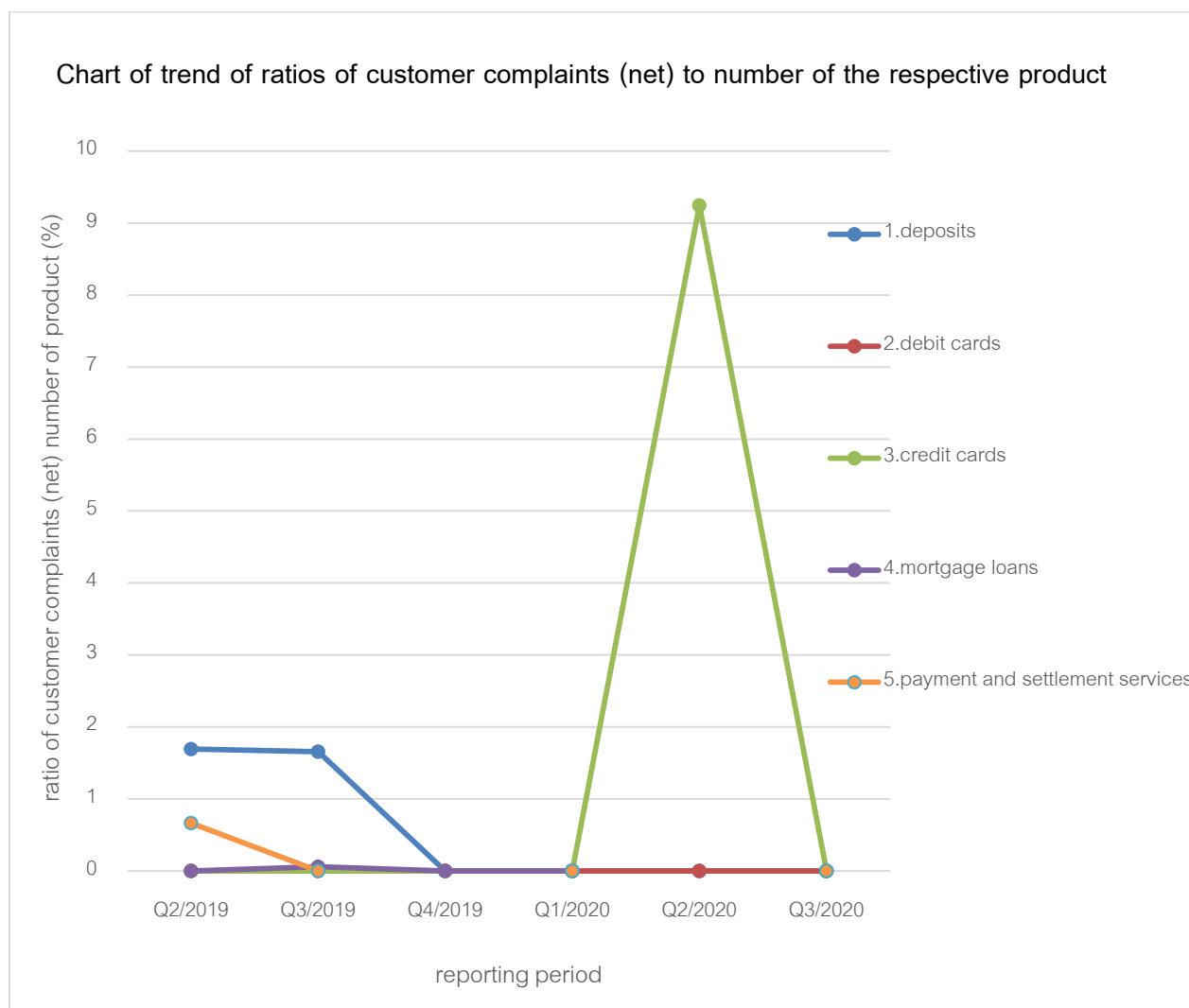
### 1. Trend of customer complaints



#### Remark

- (1) Q2/2019 has 3 customer complaints (net) under Item "Others" (2) Q3/2019 has 2 customer complaints (net) under Item "Others" which are not caused by the same issue, so that indicate the ratio of 100% on the chart.
- There is no customer complaint in Q4/2019.
- There is no customer complaint in Q1/2020.
- Q2/2020 : There is 1 customer complaint (net) under Item "Others" which is not caused by the same issue, so that indicate the ratio of 100% on the chart.
- There is no customer complaint (net) in Q3/2020.

2. Trend of ratios of customer complaints (net) to number of the respective products – top 5 products with the highest customer complaints

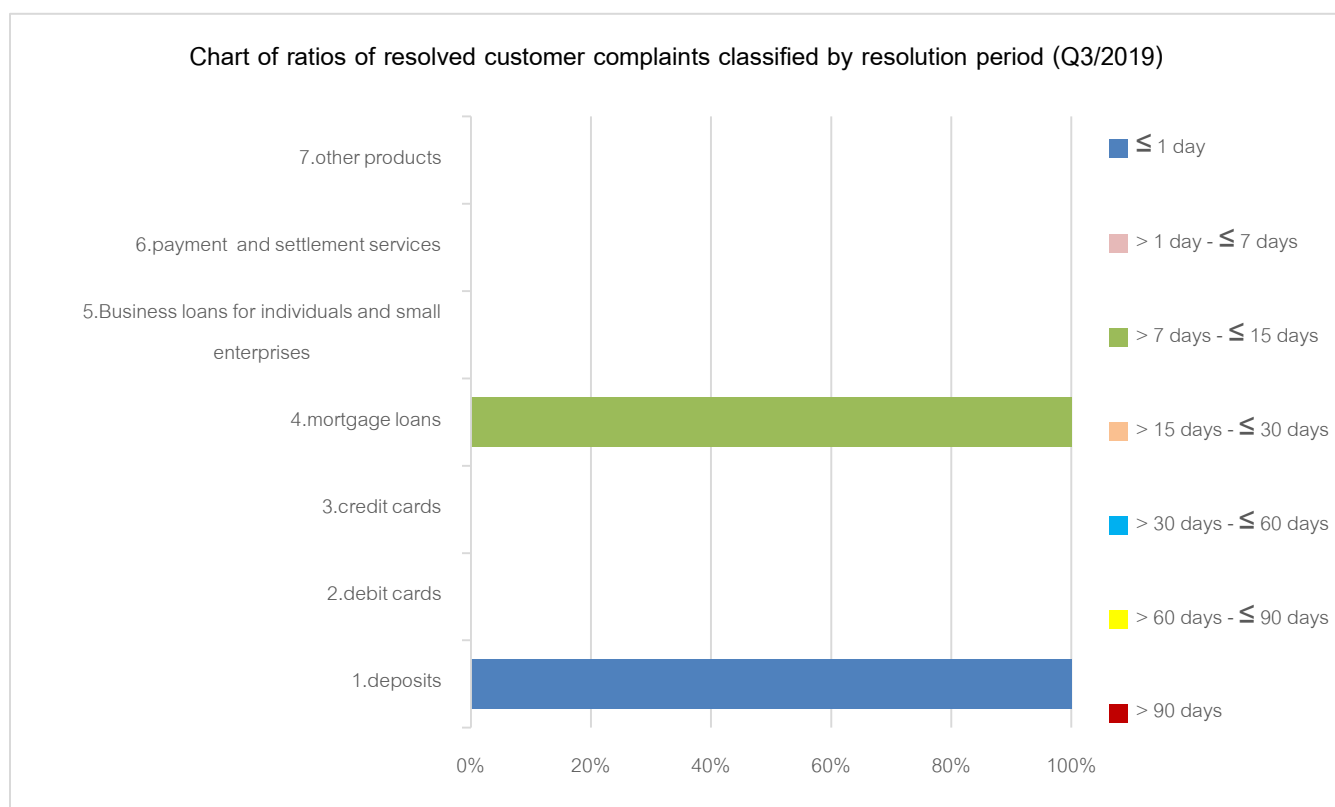
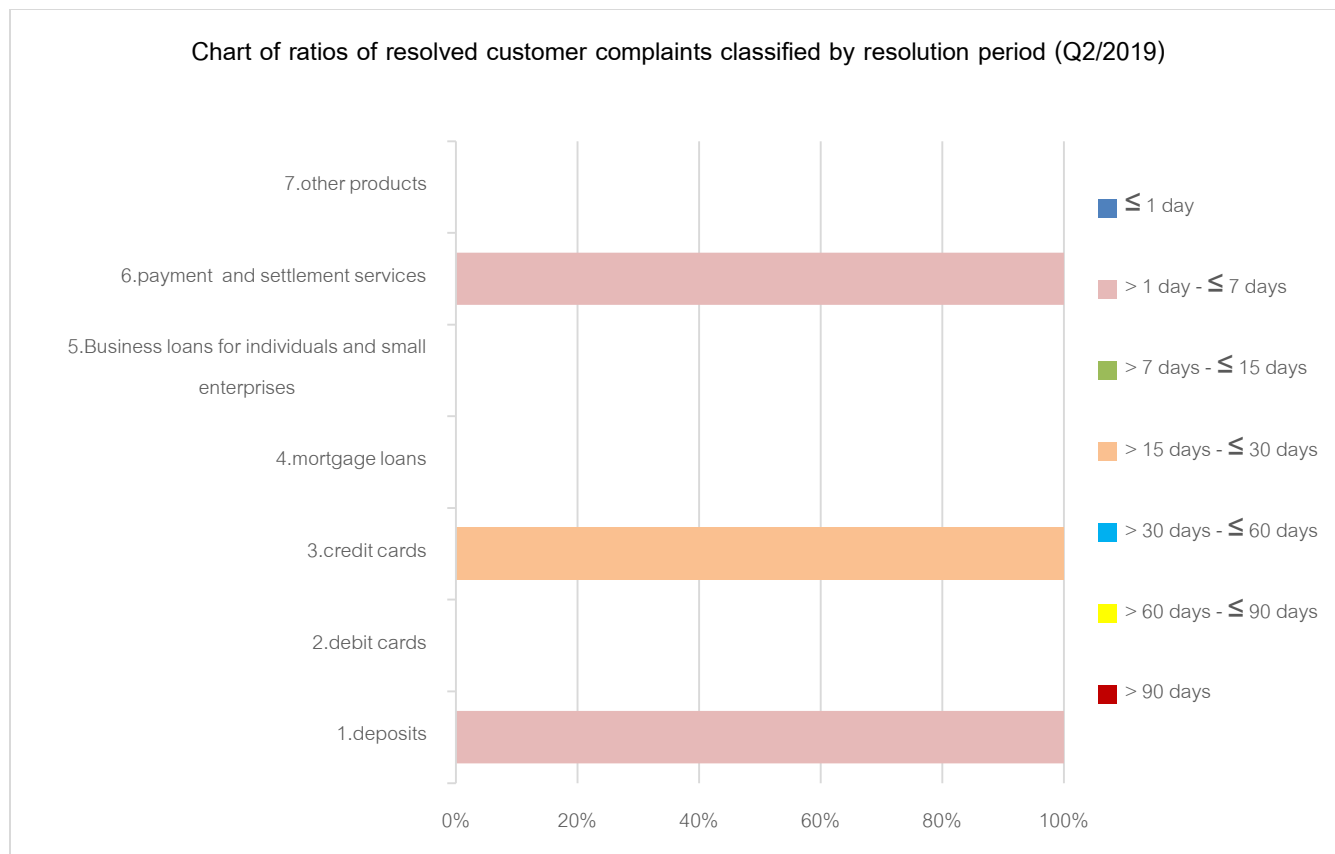


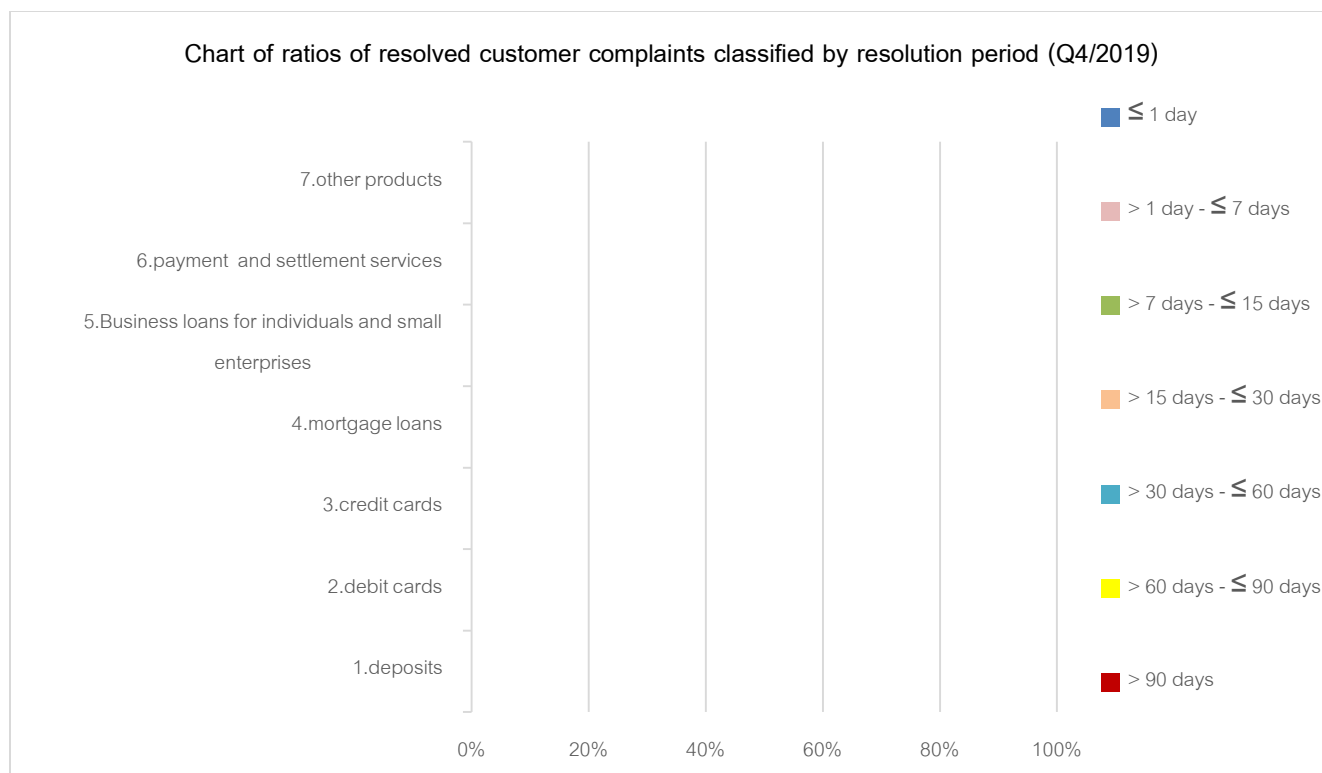
Remark

- The particular product has the ratio of customer complaints closed to 0%, so that the ratio cannot be clearly shown on the chart, the banks scale up the ratio by multiplying them by 1,000 , i.e. (1) Q2/2019 : deposits 0.001693% and payment and settlement services 0.000665% indicate the ratio of 1.693% and 0.665% on the chart. (2) Q3/2019 : deposits 0.001657% indicates the ratios of 1.657% on the chart.
- There is no customer complaint in Q4/2019.
- There is no customer complaint in Q1/2020.

- Q2/2020 : The particular product has the ratio of customer complaints closed to 0%, so that the ratio cannot be clearly shown on the chart, the banks scale up the ratio by multiplying them by 1,000. Therefore, the credit cards 0.009246% indicate the ratios of 9.246% on the chart.
- There is no customer complaint (net) Q3/2020.

### 3. Ratio of resolved customer complaints classified by resolution period





Remark There is no customer complaint in Q4/2019.



Remark There is no customer complaint in Q1/2020.

Chart of ratios of resolved customer complaints classified by resolution period (Q2/2020)

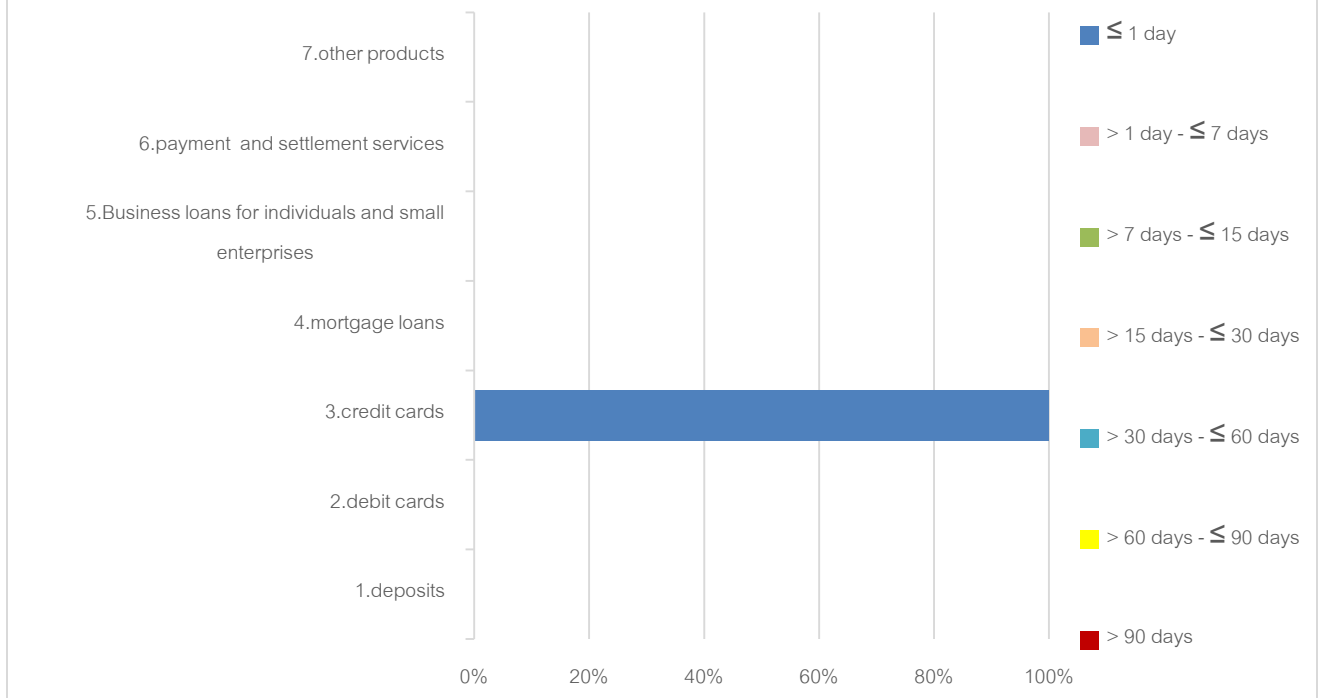
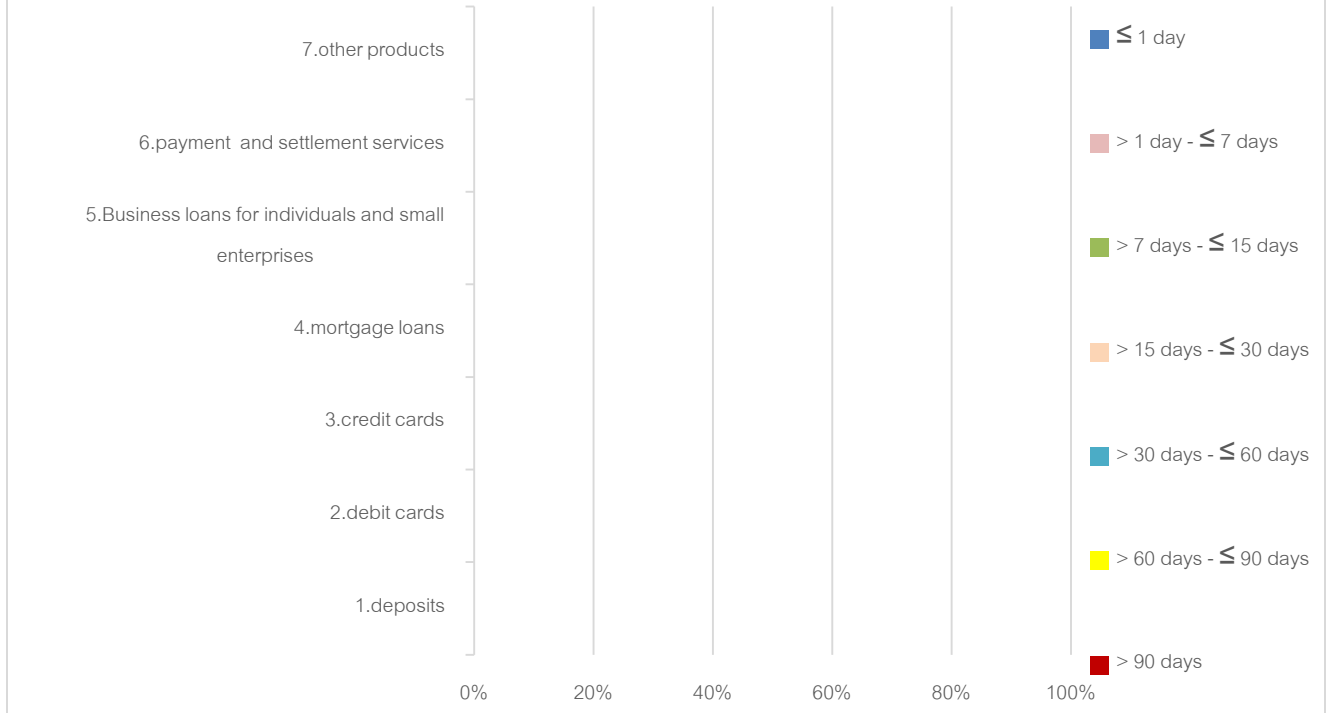


Chart of ratios of resolved customer complaints classified by resolution period (Q3/2020)



Remark There is no customer complaint (net) in Q3/2020.

4. Top 5 products with the highest customer complaints classified by resolution period of more than 30 days

Q2/2019 - There is no customer complaint which is classified by resolution period of more than 30 days.

Q3/2019 - There is no customer complaint which is classified by resolution period of more than 30 days.

Q4/2019 - There is no customer complaint which is classified by resolution period of more than 30 days..

Q1/2020 - There is no customer complaint which is classified by resolution period of more than 30 days.

Q2/2020 - There is no customer complaint which is classified by resolution period of more than 30 days.

Q3/2020 - There is no customer complaint which is classified by resolution period of more than 30 days.