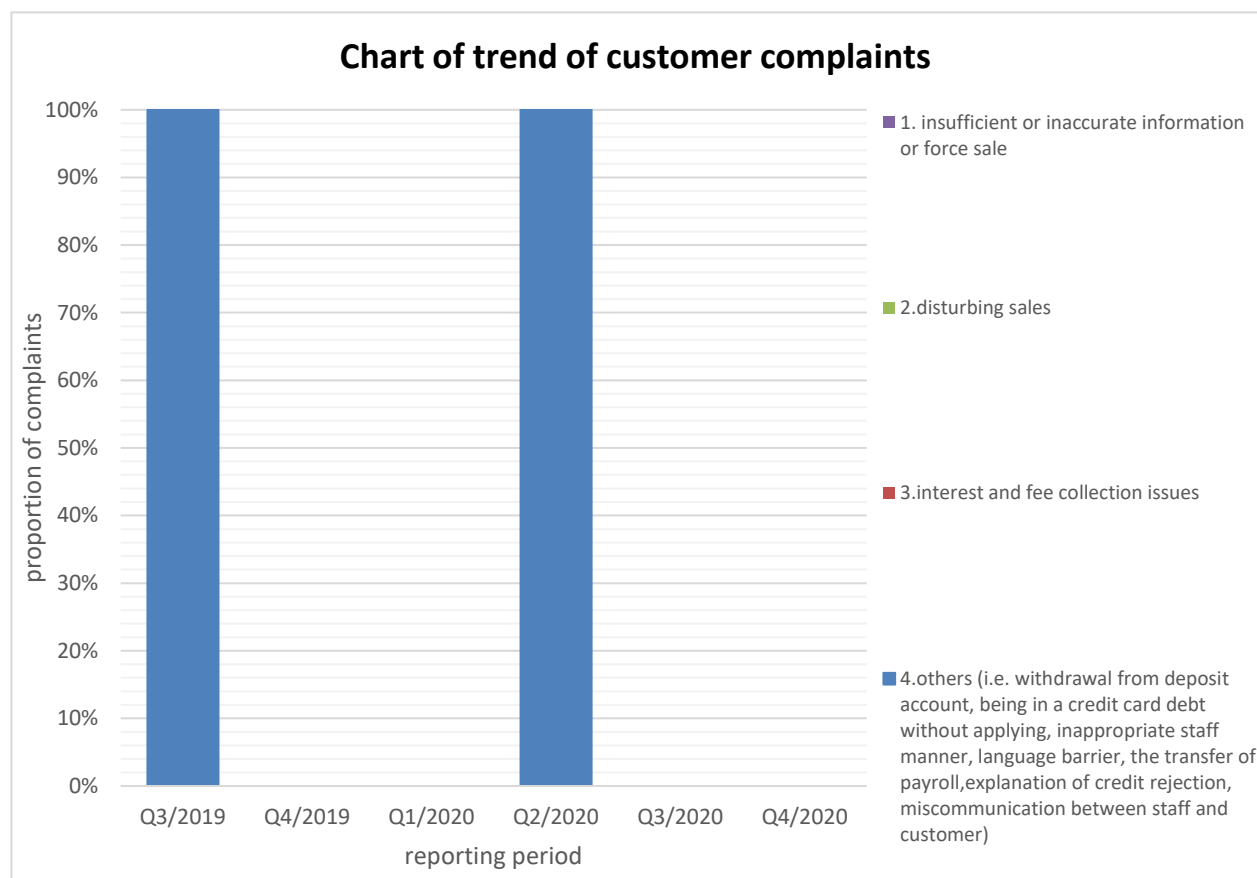


Disclosure of Data Relating to Financial Service Issues and Customer Complaint Resolution

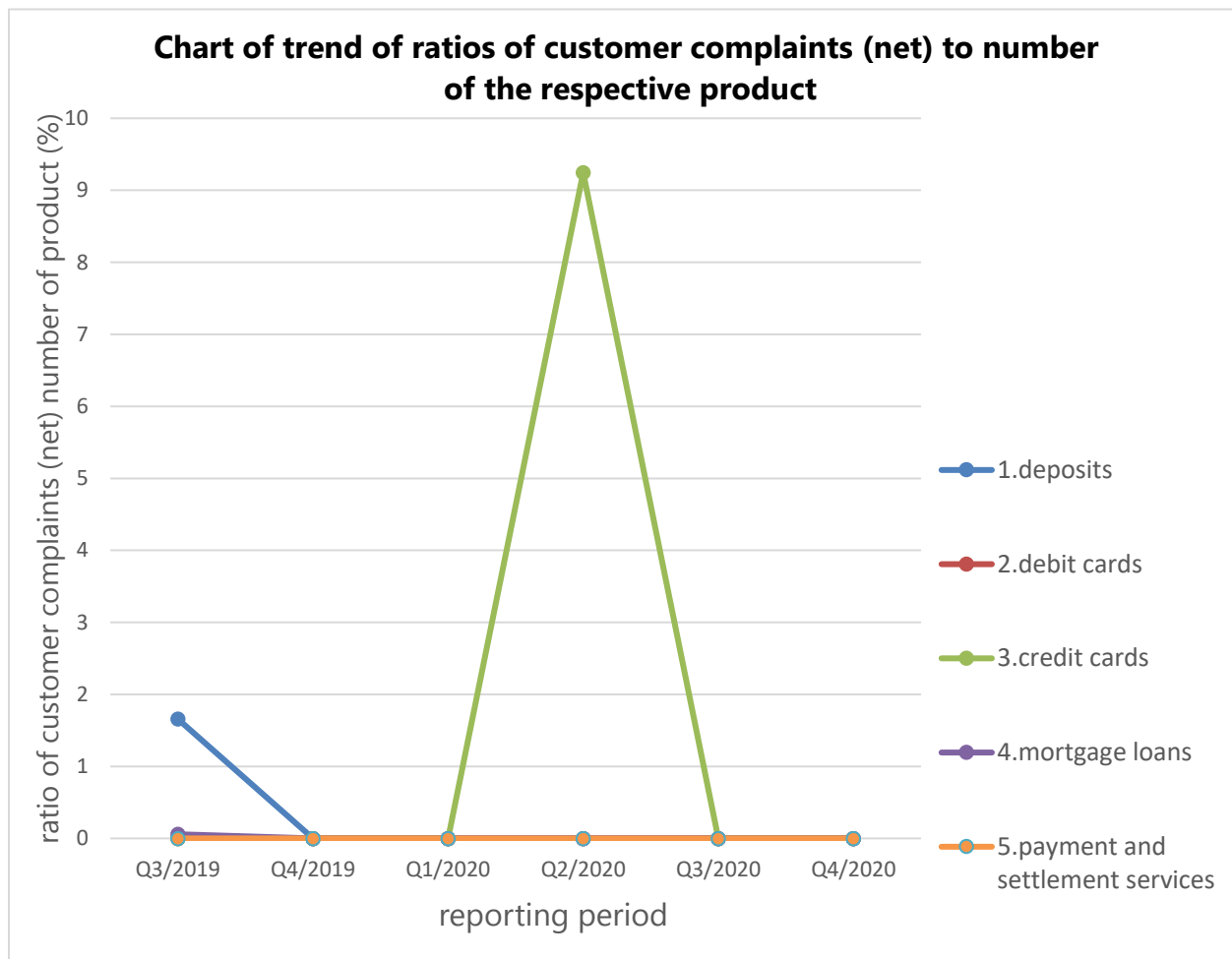
1. Trend of customer complaints



Remark

- There were 2 customer complaints (net) in Q3/ 2019 under Item "Others", which were not caused by the same issue, therefore, the Chart indicates the ratio of 100%.
- There was no customer complaint in Q4/2019.
- There was no customer complaint in Q1/2020.
- There was 1 customer complaint (net) in Q2/ 2020 under Item "Others" which was not caused by the same issue, therefore, the Chart indicates the ratio of 100%.
- There was no customer complaint in Q3/2020.
- There was no customer complaint in Q4/2020.

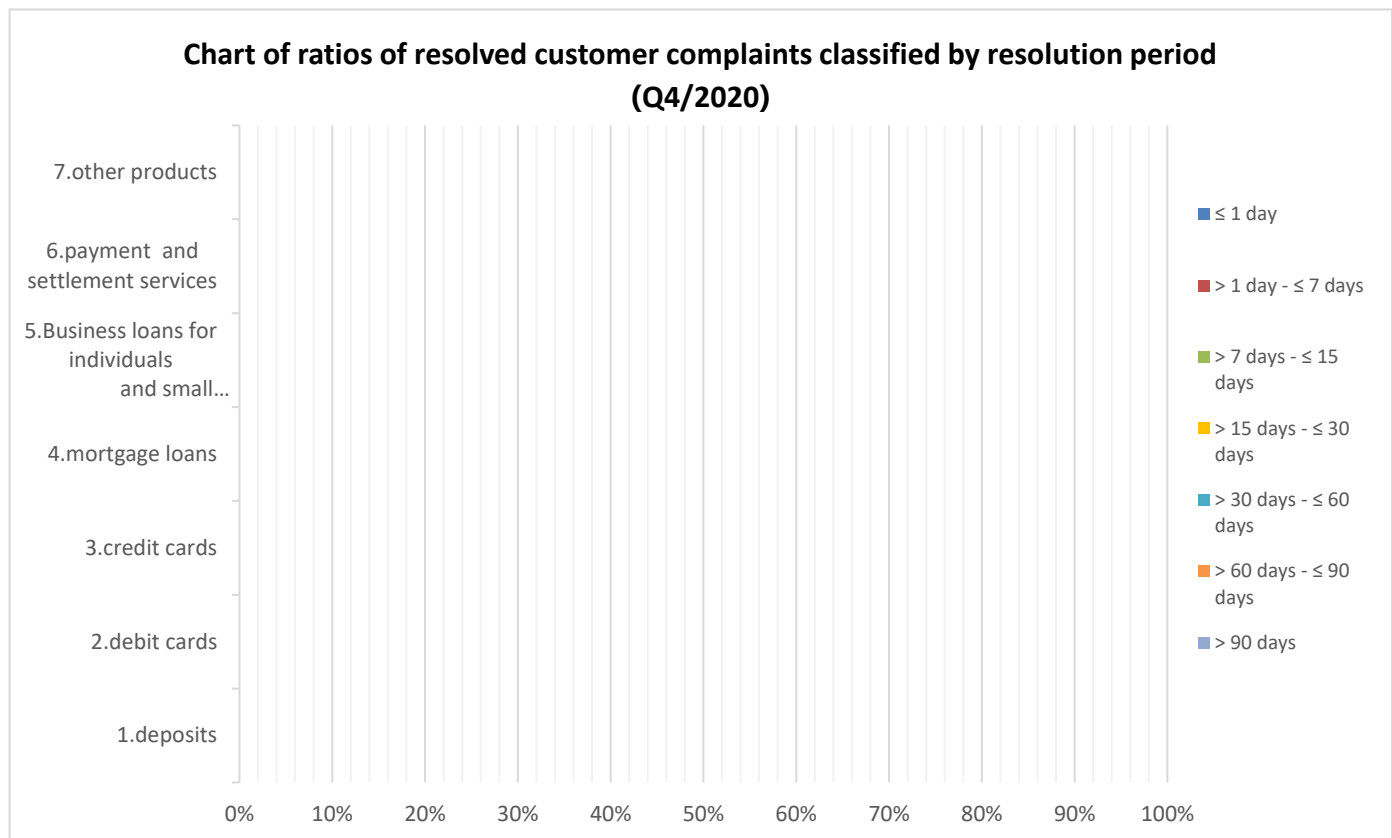
2. Trend of ratios of customer complaints (net) to number of the respective products – top 5 products with the highest customer complaints



Remark

- 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 1,000. Therefore, Q3/2019 deposits ratio was 0.001657%. The Chart indicated the ratios of 1.657%.
- There was no customer complaint in Q4/2019.
- There was no customer complaint in Q1/2020.
- 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 1,000. Therefore, the Q2/2020 credit cards ratio was 0.009246%. The Chart indicated the ratios of 9.246%.
- There was no customer complaint Q3/2020.
- There was no customer complaint Q4/2020.

3. Ratio of resolved customer complaints classified by resolution period



Remark There was no customer complaint in Q4/2020.

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

Q4/2020 - There was no customer complaint, which was classified by resolution period of more than 30 days.