

Fiscal 2024 (3Q and cumulative YTD)

Item	Details	3Q (October to December)	Reference Cumulative YTD (April to December)
		Number of feedback received	Number of feedback received
New policy related	Inappropriate acts of solicitation (*)	254	806
	Inappropriate announcement of policy acquisition (*)	5	17
	Inappropriate discourse (*)	0	0
	Insufficient explanation (*)	224	675
	Inattention to administrative handling	81	206
	Policy verification	3	8
	Policy underwriting related	14	50
	Non-delivery of insurance policy certificate	7	20
	Other new policy related	87	265
	Subtotal	675	2,047
Premium related	Collection	7	25
	Account transfer and/or remittance	58	181
	Classes of occupational groups	13	38
	Premium payment related	100	381
	Premium loan	17	65
	Expiration and/or reinstatement	31	84
	Other premium related	43	116
	Subtotal	269	890
Conservation of business related	Dividend	51	168
	Policyholder loan	82	297
	Renewal	56	185
	Policy changes	90	287
	Name and/or address changes	195	543
	Adding a rider mid-term	67	200
	Policy surrender procedures	264	828
	Surrender benefits	24	67
	Life insurance card and/or ATM related	17	52
	Other conservation of business related	616	1,711
	Subtotal	1,462	4,338
Insurance claim and/or benefit related	Maturity proceeds and/or pension annuity	263	694
	Payment procedures for death benefit	141	407
	Decision of non-payment of death benefit	5	9
	Payment procedures for hospitalization benefit	447	1,319
	Decision of non-payment of hospitalization benefit	60	191
	Other insurance claim and/or benefit related	84	318
	Subtotal	1,000	2,938
Other	Attitude and manners of employees	1,142	2,866
	Premium deduction	171	185
	Handling of personal information	179	505
	After-sales services	1,243	3,226
	Other	1,006	2,965
	Subtotal	3,741	9,747
Total		7,147	19,960

(*) Includes the number of complaints that were resolved after later confirmation.