

Fiscal 2023 (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 (*)	240	733
	Inappropriate announcement of policy acquisition (*)	9	25
	Inappropriate discourse (*)	0	0
	Insufficient explanation (*)	206	556
	Inattention to administrative handling	66	206
	Policy verification	1	5
	Policy underwriting related	14	55
	Non-delivery of insurance policy certificate	4	9
	Other new policy related	80	204
	Subtotal	620	1,793
Premium related	Collection	7	27
	Account transfer and/or remittance	79	224
	Classes of occupational groups	16	45
	Premium payment related	103	324
	Premium loan	31	92
	Expiration and/or reinstatement	39	90
	Other premium related	62	166
	Subtotal	337	968
Conservation of business related	Dividend	81	236
	Policyholder loan	111	318
	Renewal	80	227
	Policy changes	120	338
	Name and/or address changes	151	463
	Adding a rider mid-term	14	34
	Policy surrender procedures	259	839
	Surrender benefits	21	65
	Life insurance card and/or ATM related	20	75
	Other conservation of business related	599	1,687
Subtotal	1,456	4,282	
Insurance claim and/or benefit related	Maturity proceeds and/or pension annuity	226	632
	Payment procedures for death benefit	117	387
	Decision of non-payment of death benefit	0	7
	Payment procedures for hospitalization benefit	466	1,429
	Decision of non-payment of hospitalization benefit	65	254
	Other insurance claim and/or benefit related	121	398
	Subtotal	995	3,107
Other	Attitude and manners of employees	1,055	3,070
	Premium deduction	182	190
	Handling of personal information	189	543
	After-sales services	1,126	2,873
	Other	1,311	3,437
	Subtotal	3,863	10,113
Total		7,271	20,263

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