



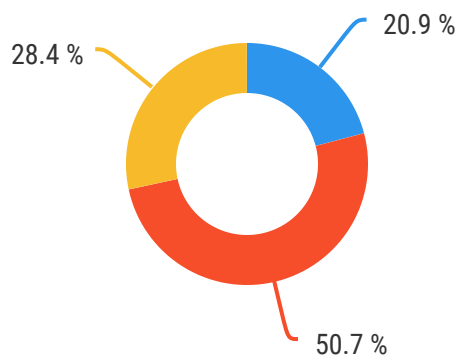
2Q 2023 Complaints Summary

2Q 2023 vs. 1Q 2023

Complaints	Amount Sought	Amount Awarded	Avg complaint value
550	\$13,248,973	\$212,983	\$252,104
-3%	3.5x	171%	40x



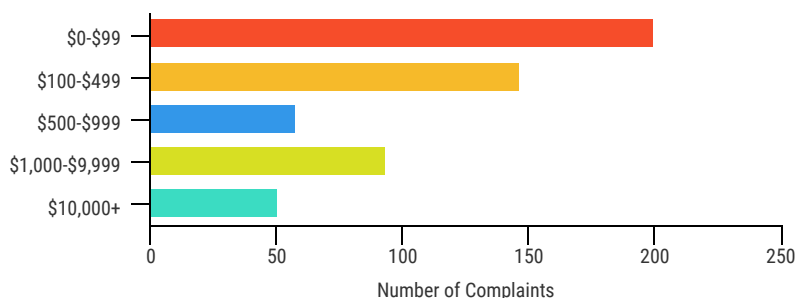
Complaints Categories



Trading (115) Financial (279) Non-trading (156)



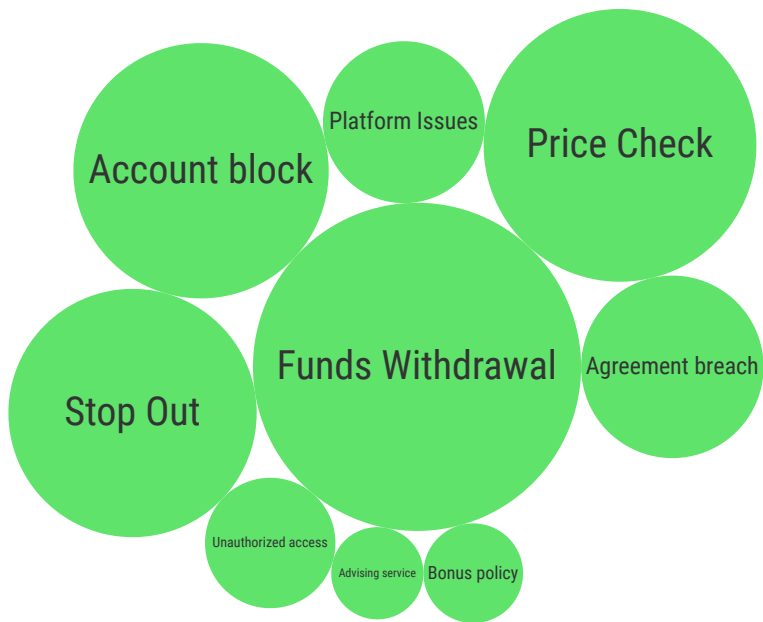
Complaint Values



Average Resolution time 8 days



Complaints topics

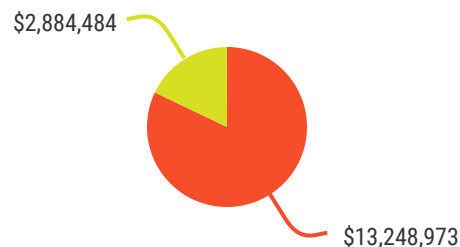


Complaints Resolved



2Q 2023 1Q 2023

Total Amount Sought



2Q 2023 1Q 2023