



ราชนานี ลีสซิ่ง

Ratchthani Leasing

A Thanachart Group Company

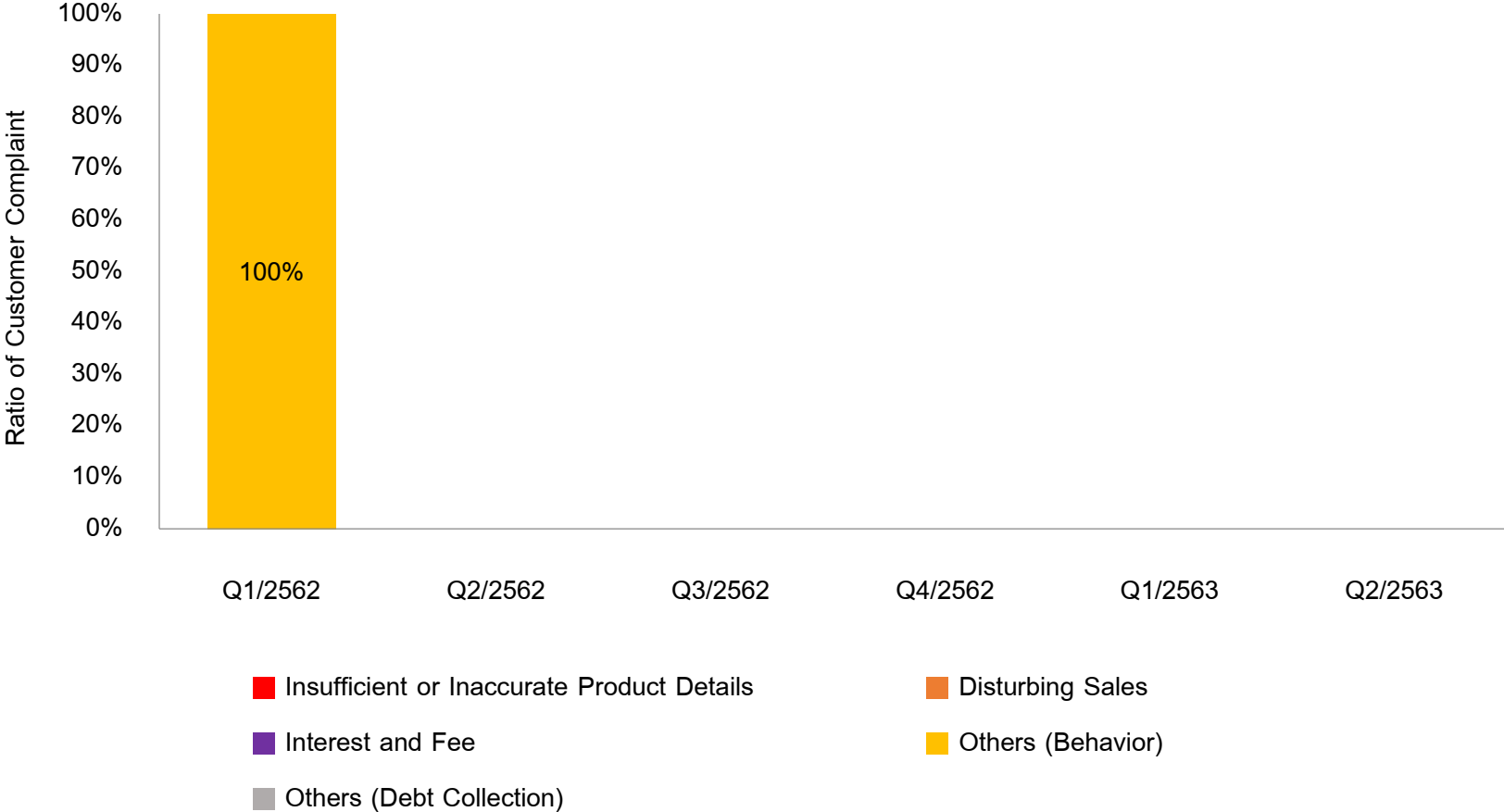
**Disclosure of Financial Service Quality
and Customer Complaint Resolution**

Ratchthani Leasing Public Company Limited : Quarter 1/2019



Financial Service Issues	Reporting period					
	Q1/2562	Q2/2562	Q3/2562	Q4/2562	Q1/2562	Q2/2562
Insufficient or Inaccurate Product Details	-					
Disturbing Sales	-					
Interest and Fee	-					
Others	-					
- Behavior	1					
- Debt Collection	-					
Total Financial Service Issues (Issues)	1					

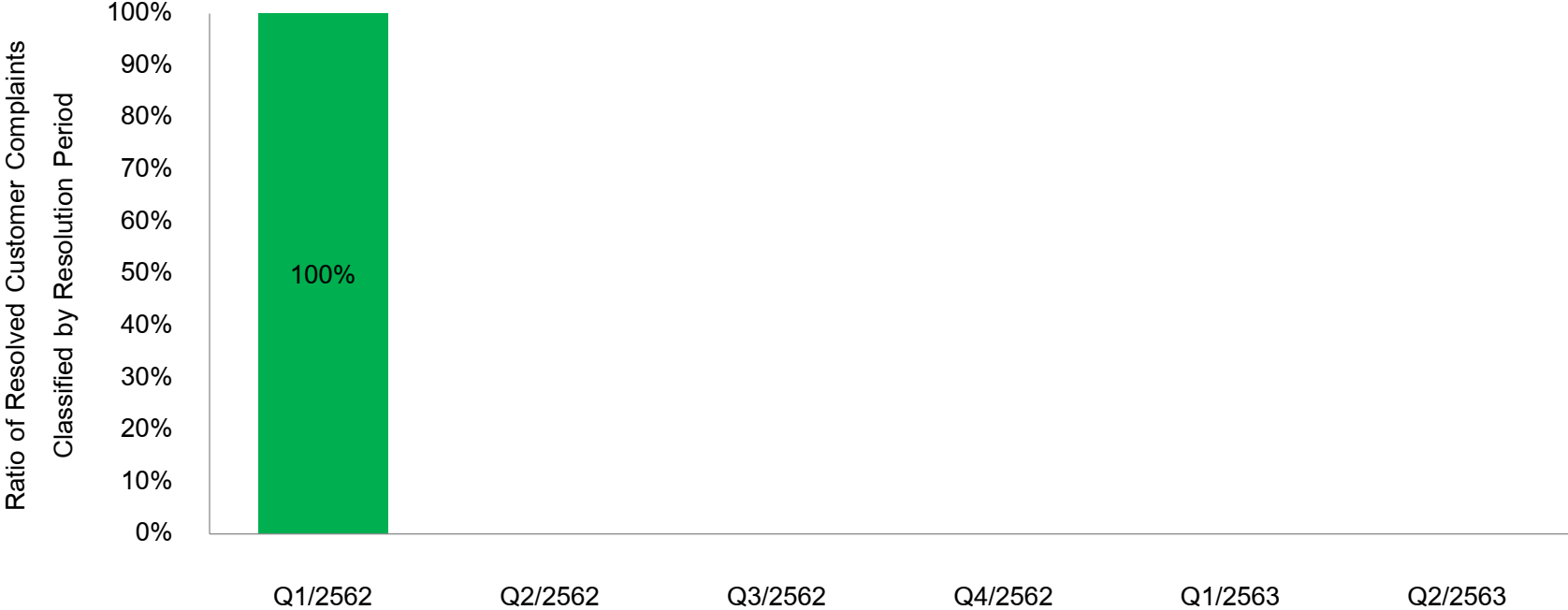
Trend of Customer Complaints



Trend of Ratios of Customer Complaints (net) to Number of Products



Ratio of Resolved Customer Complaints Classified by Resolution Period



- ≤ 1 day
- > 1 day - ≤ 7 days
- > 7 days - ≤ 15 days
- > 15 days - ≤ 30 days
- > 30 days - ≤ 60 days
- > 60 days - ≤ 90 days
- > 90 days

Customer Complaints Classified by Resolution Period (more than 30 days)

