



ราชนานี ลีสซิ่ง

Ratchthani Leasing

A Thanachart Group Company

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

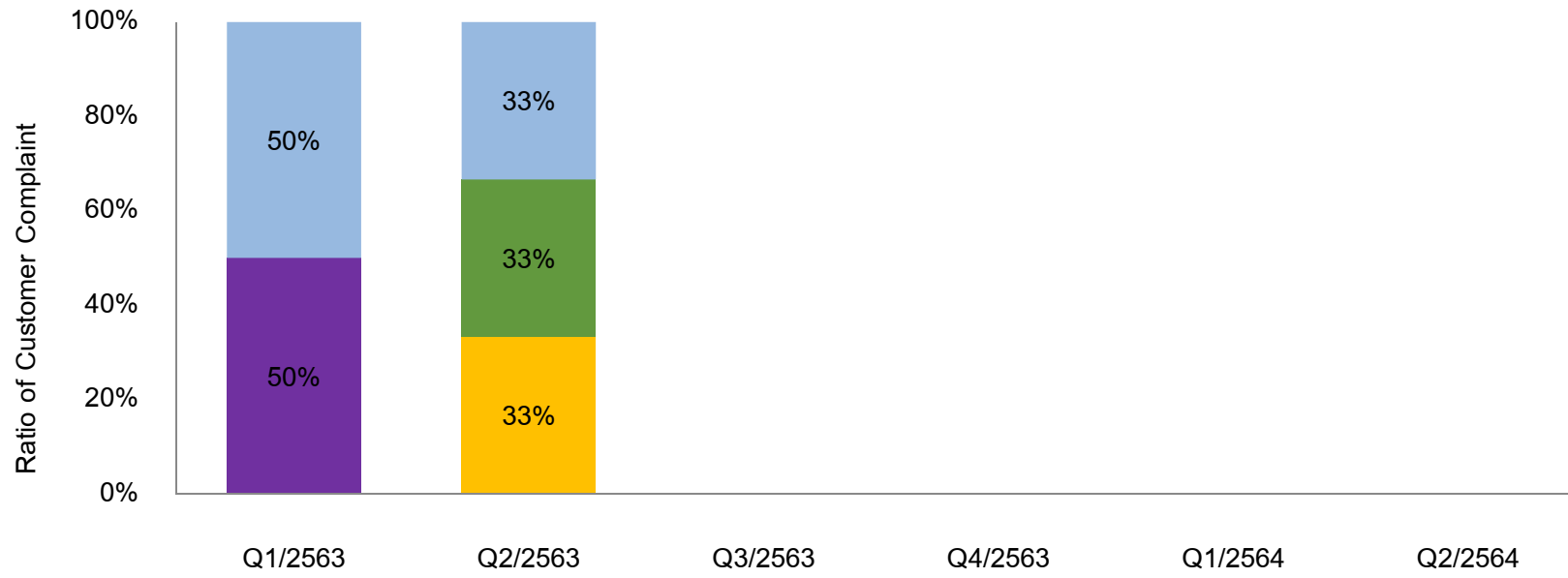
Ratchthani Leasing Public Company Limited : Quarter 2/2020

Financial Service Issues and Customer Complaint Resolution



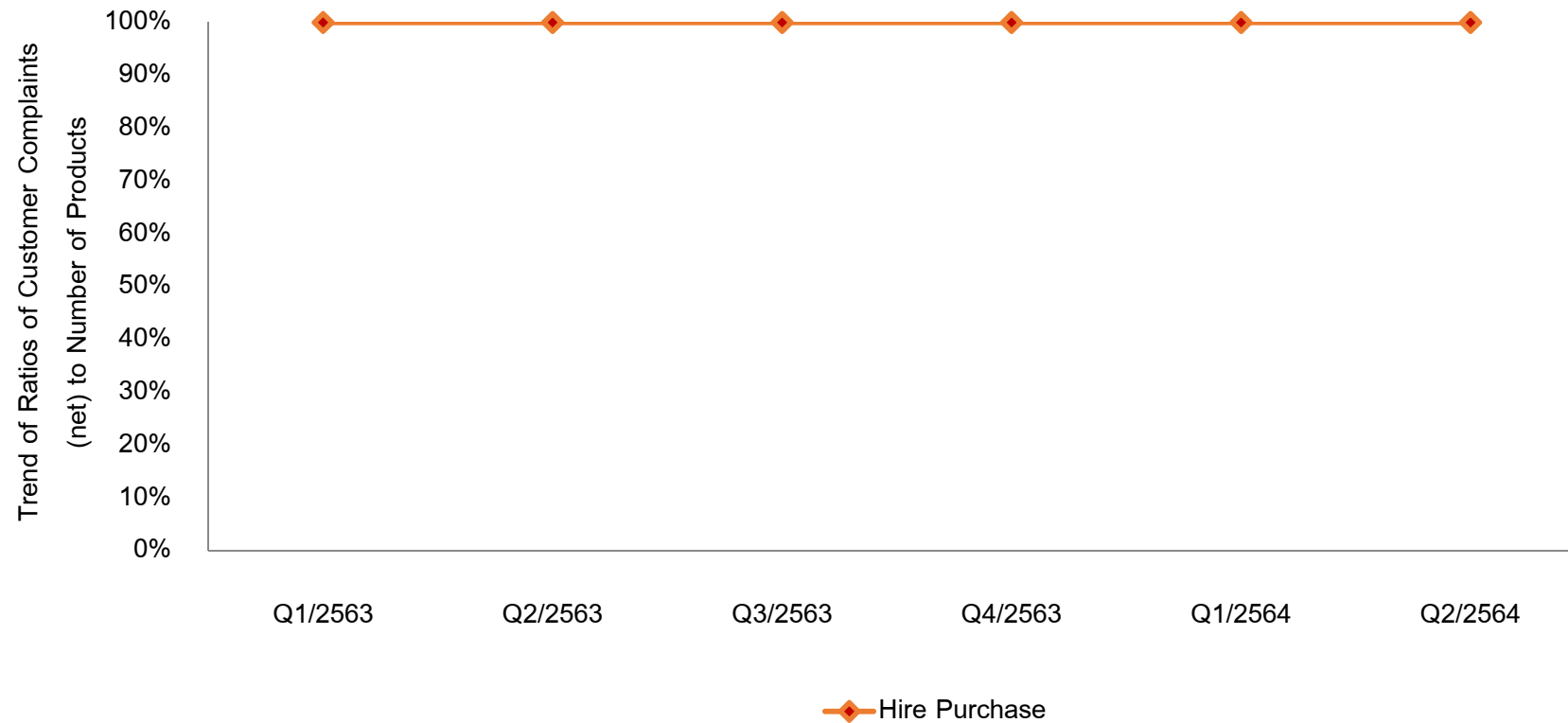
Financial Service Issues	Reporting period					
	Q1/2563	Q2/2563	Q3/2563	Q4/2563	Q1/2564	Q2/2564
Insufficient or Inaccurate Product Details	-	-				
Disturbing Sales	-	-				
Interest and Fee	1	-				
Others	-	-				
- Hire Purchase Process	1	1				
- Credit Consideration	-	1				
- Behavior	-	1				
Total Financial Service Issues (Issues)	2	3				

Trend of Customer Complaints

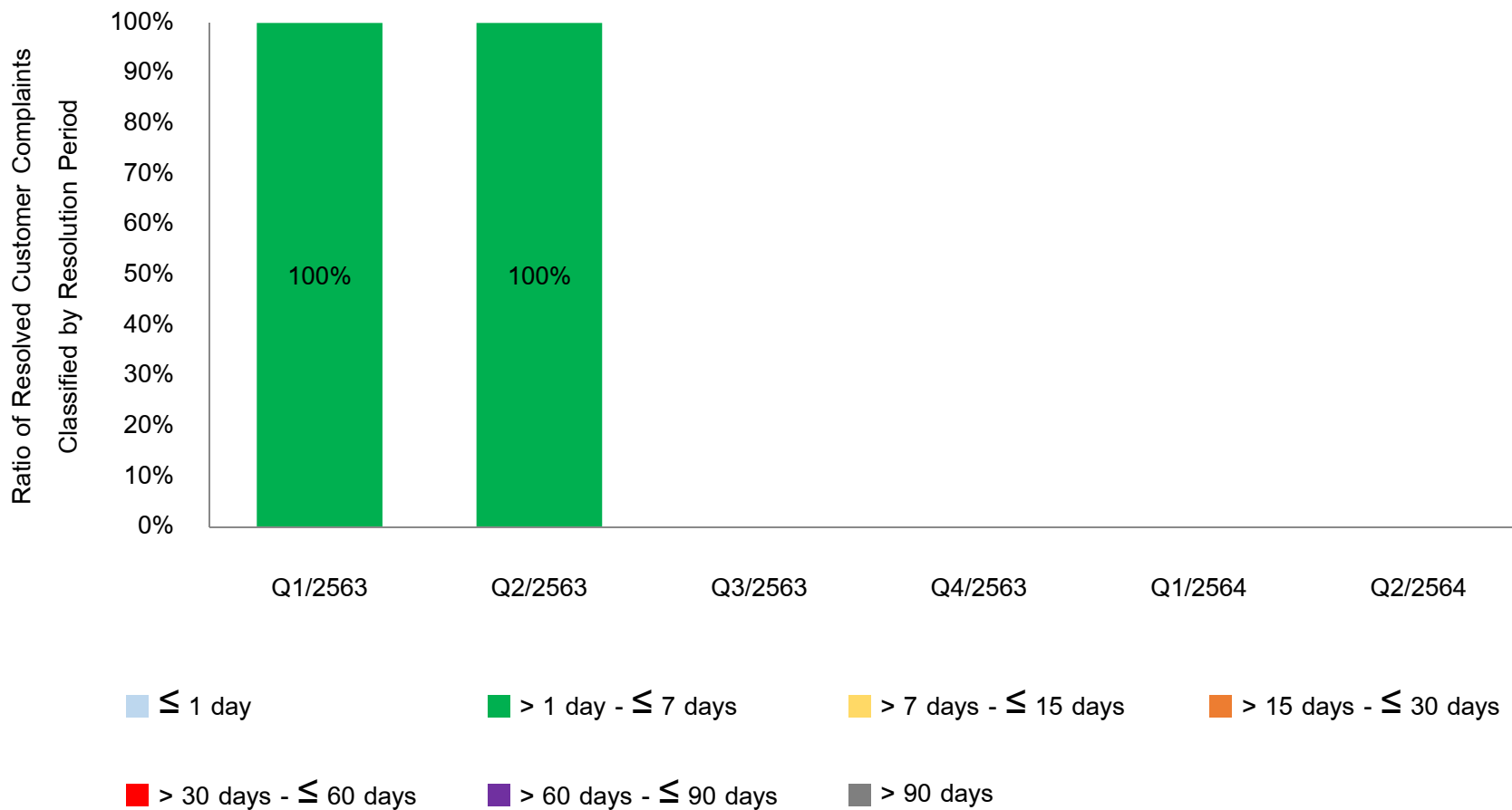


- Insufficient or Inaccurate Product Details
- Disturbing Sales
- Interest and Fee
- Others (Behavior)
- Others (Debt Collection)
- Others (Credit Consideration)
- Others (Hire Purchase Process)

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



Ratio of Resolved Customer Complaints Classified by Resolution Period



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

