



ราชนานี ลีสซิ่ง

Ratchthani Leasing

A Thanachart Group Company

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

Ratchthani Leasing Public Company Limited : Quarter 3/2019

Financial Service Issues and Customer Complaint Resolution



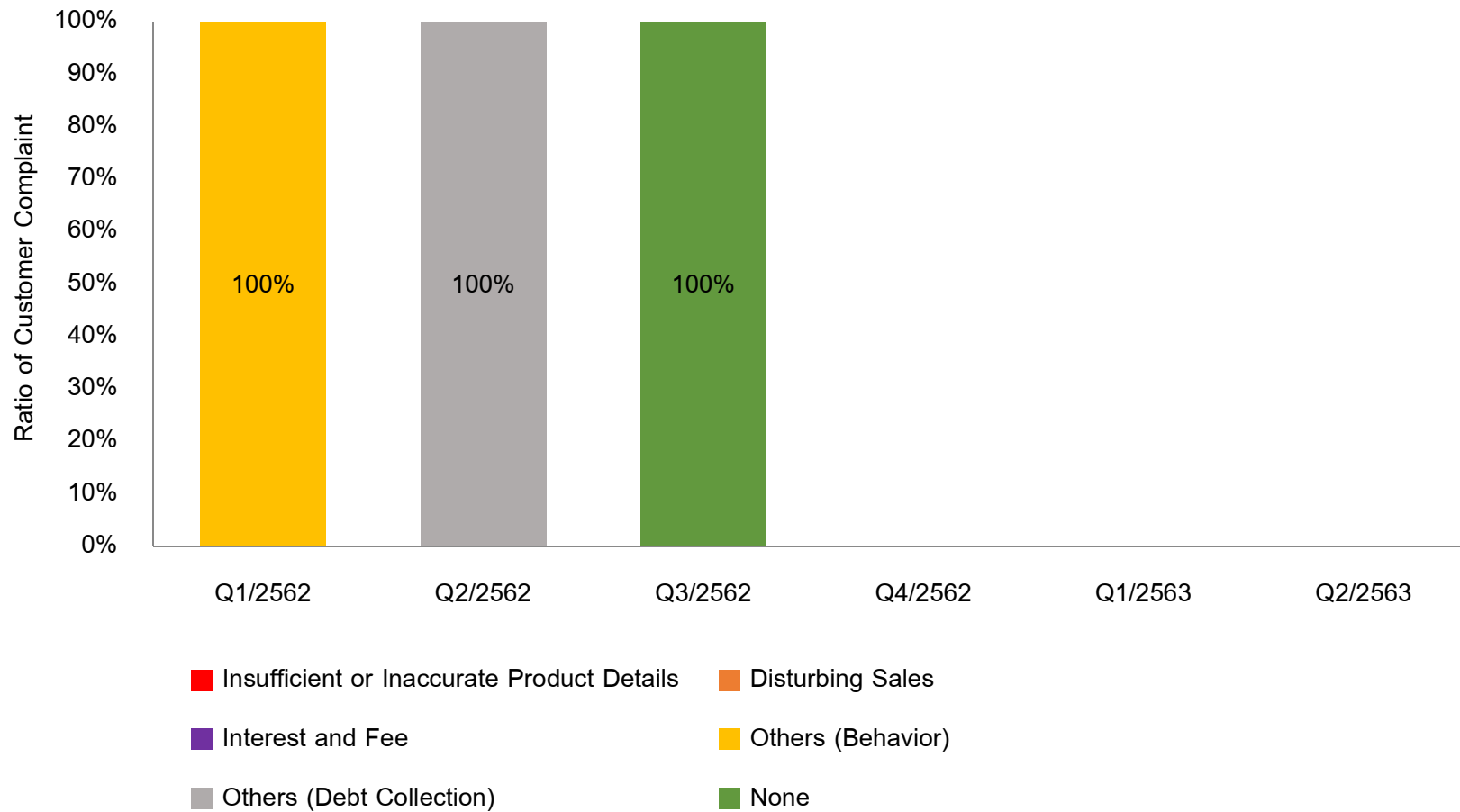
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Financial Service Issues	Reporting period					
	Q1/2562	Q2/2562	Q3/2562	Q4/2562	Q1/2562	Q2/2562
Insufficient or Inaccurate Product Details	-	-	-			
Disturbing Sales	-	-	-			
Interest and Fee	-	-	-			
Others	-	-	-			
- Behavior	1	-	-			
- Debt Collection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

Trend of Customer Complaints



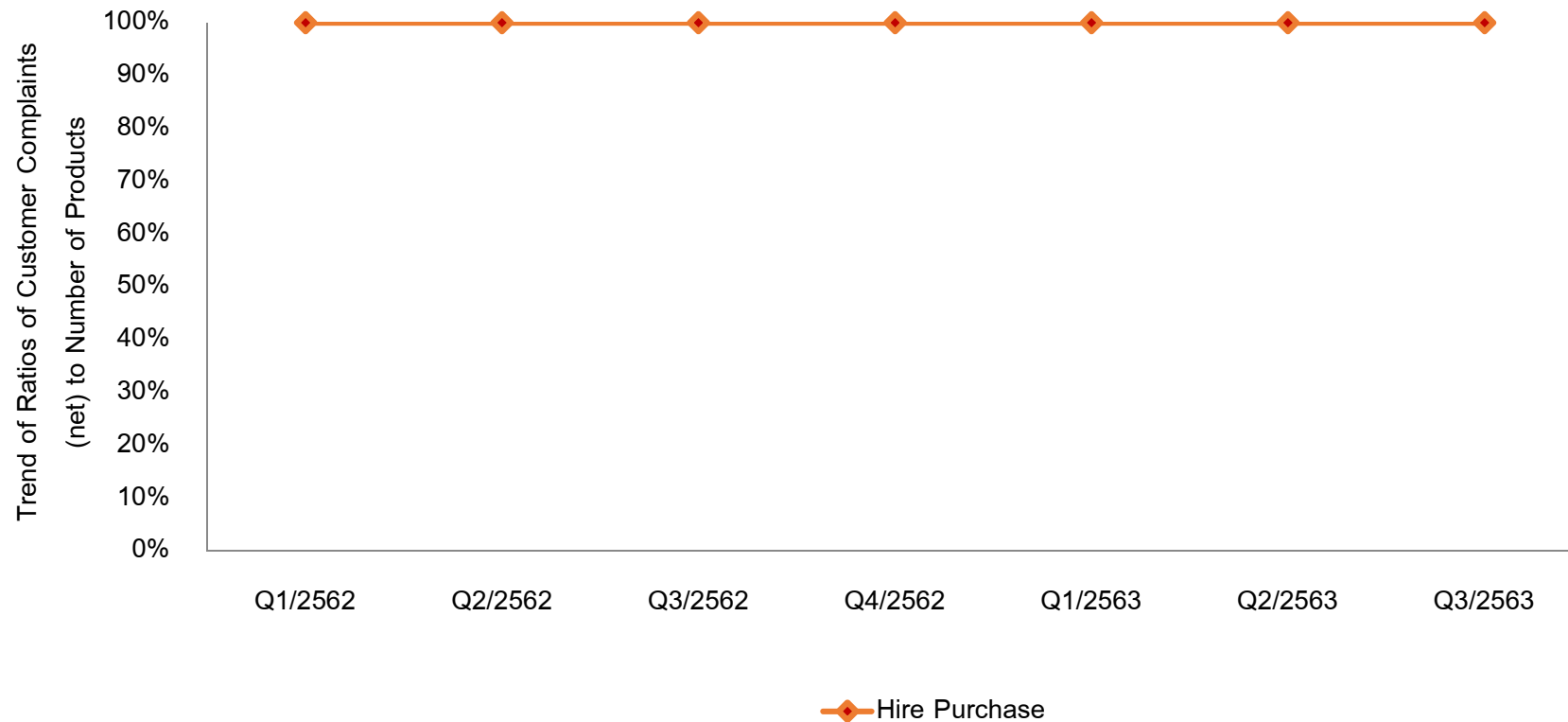
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Trend of Ratios of Customer Complaints (net) to Number of Products



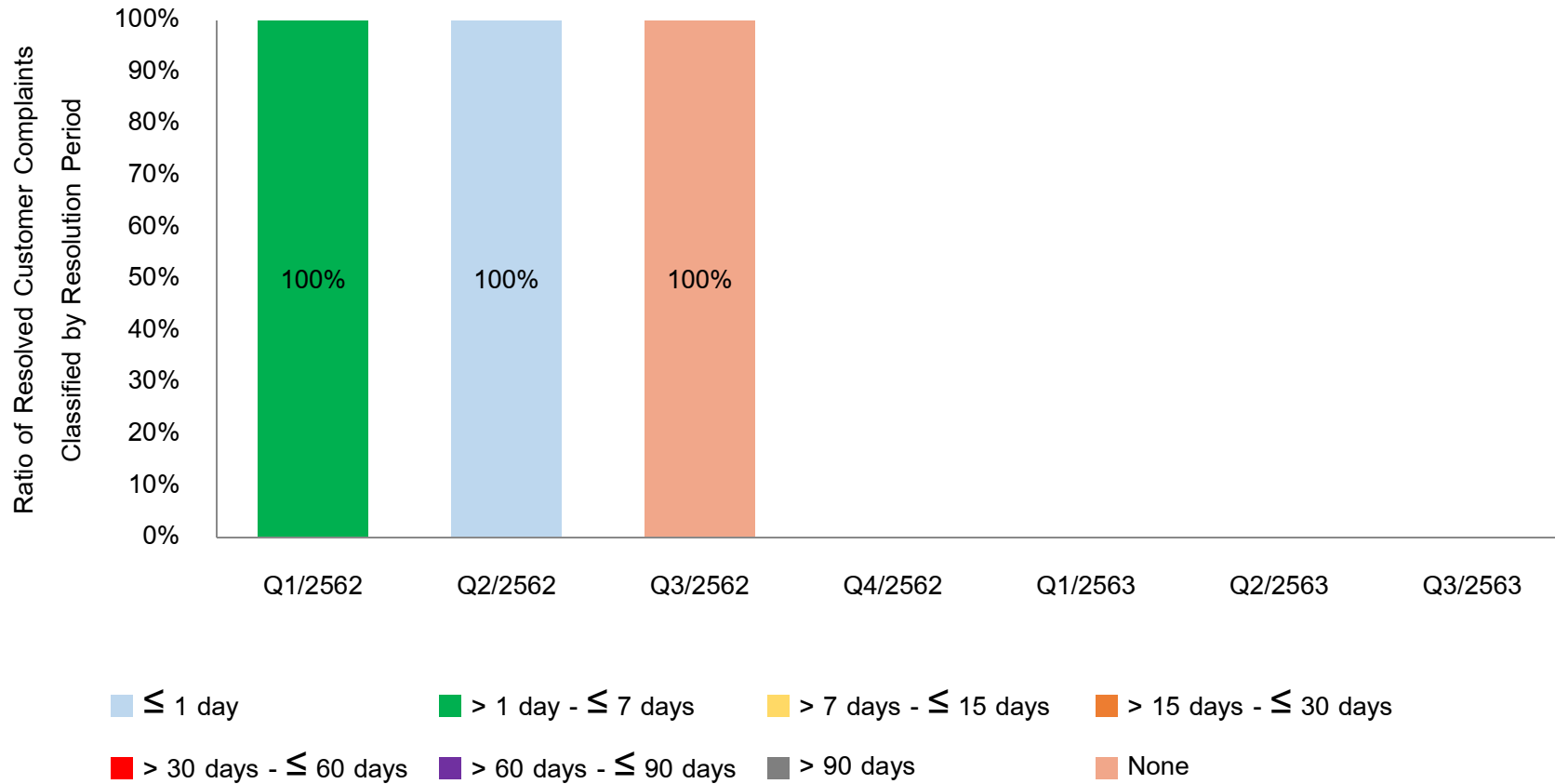
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Ratio of Resolved Customer Complaints Classified by Resolution Period



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



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