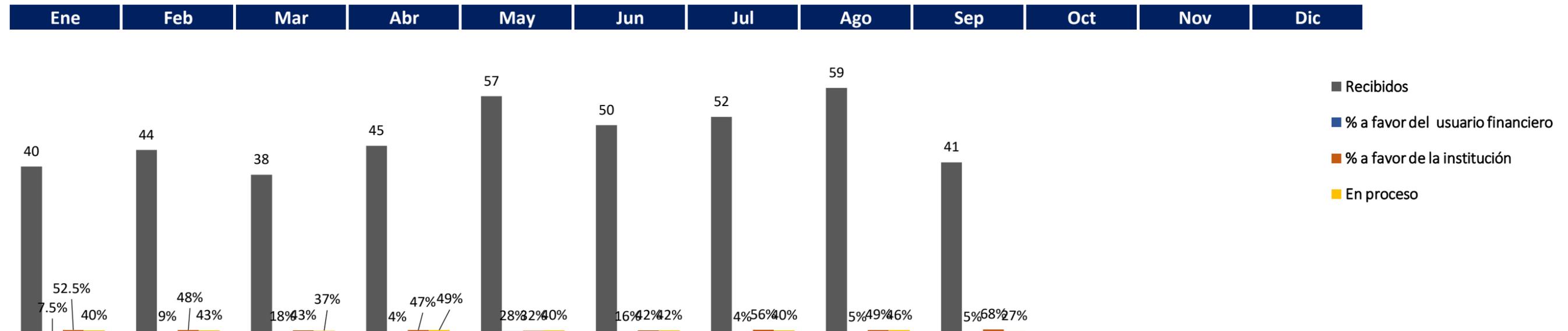


## Reporte de reclamos recibidos por el Usuario Financiero



| Detalle                                 | Ene   | Feb | Mar | Abr | May | Jun | Jul | Ago | Sep | Oct | Nov | Dic |
|---|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Recibidos</b>                        | 40    | 44  | 38  | 45  | 57  | 50  | 52  | 59  | 41  |     |     |     |
| <b>% a favor del usuario financiero</b> | 7.5%  | 9%  | 18% | 4%  | 28% | 16% | 4%  | 5%  | 5%  |     |     |     |
| <b>% a favor de la institución</b>      | 52.5% | 48% | 43% | 47% | 32% | 42% | 56% | 49% | 68% |     |     |     |
| <b>En proceso</b>                       | 40%   | 43% | 37% | 49% | 40% | 42% | 40% | 46% | 27% |     |     |     |