

## **Provision of information related to the activities developed by the Ombudsman's Service of Banco Sumitomo Mitsui Brasileiro S.A., including data related to the direct evaluation of the quality of the service provided**

**Base date: June 30, 2022**

The Ombudsman's License Service of Banco Sumitomo Mitsui Brasileiro S.A. ("SMBCB") represents the link between SMBCB and its customers, with the purpose of ultimately serving the demands required by customers or users, or any other legally equated to, products and/or services offered by SMBCB ("Applicants"), which have not been resolved in the primary service channels of the SMBCB, and also act as a communication channel between the applicants and the Applicants, in the mediation of conflicts ("Purpose").

In compliance with the obligation set out in Article 13 of Resolution of the National Monetary Council ("CMN") No. 4,860, 23 October 2020 ("CMN Resolution No. 4,860/2020"), this Ombudsman provides, through this document, information relating to the activities carried out and including data relating to the direct assessment of the quality of the service provided on the base date of June 30, 2022 ("Base Date").

### **1. Activities Developed by this Ombudsman**

The Ombudsman's activities/attribution are considered, as explained in the Ombudsman's Policy, and made available on the SMBCB website and, consequently, from the hearers:

- ❖ Meet, register, instruct, analyze, give formal and appropriate treatment to the demands of applicants;
- ❖ Provide clarification to applicants about the progress of the claims, informing the deadline for response;
- ❖ Forward to the Applicant conclusive response to the claim within the legally provided time limit;
- ❖ Proposals for corrective measures or improvement in internal routines and procedures are also part of the scope of this Ombudsman's, in order to avoid recurrence of occurrences related to the inefficiency of the provision of services, the service performed by the SMBCB or even irregularities in the service and services provided to SMBCB customers.

#### **A) Activities related to the ombudsman's performance in the case of Demands**

During the first half of 2022, a total of 65 (Sixty-five) occurrences were received, and formal treatment was given to the Unfounded and Unfounded Claims, except for the Unfounded Demands of test, abandonment and/or deception links, which were the following (among the classifications existing in the Ombudsman):

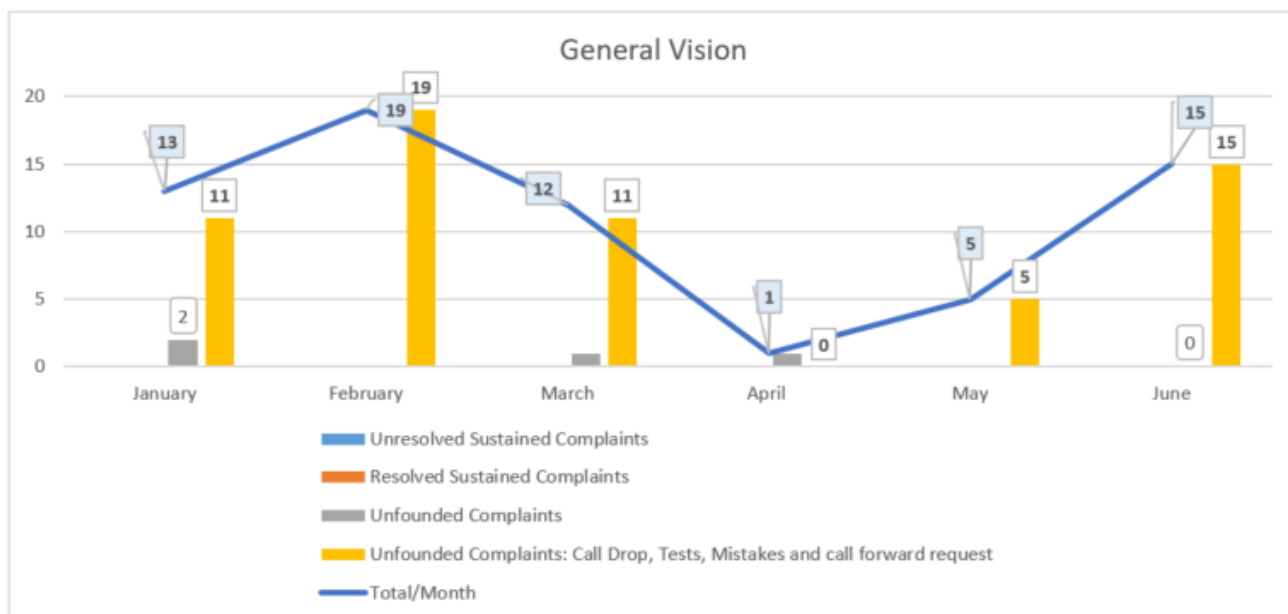
- ❖ **Appropriate Demand Solved:** occurrence received, registered, treated appropriately and in a timely manner, and finalized with a final and conclusive response to the Applicant within the legal period, in accordance with the applicable rules:

- ❖ **Inadmissible Claim:** occurrence of the Ombudsman's incompetence and/or unproven incompetence after the Ombudsman's investment process (including testing, abandonment, and cheating links):
- ❖ **No Unresolved Claims Were Registered.**

The table below includes all the demands for the first half of 2022:

Classification	1st Semester of 2022					
	January	February	March	April	May	June
Unresolved Sustained Complaints	0	0	0	0	0	0
Resolved Sustained Complaints	0	0	0	0	0	0
Unfounded Complaints	2	0	1	1	0	0
Unfounded Complaints: Call Drop, Tests, Mistakes and call forward request	11	19	11	0	5	15
<b>Total/Month</b>	<b>13</b>	<b>19</b>	<b>12</b>	<b>1</b>	<b>5</b>	<b>15</b>
<b>Total/Semester</b>	<b>65</b>					

Alternatively, the comparative graph is:



## B) Data Regarding the Direct Assessment of the Quality of Service of the Ombudsman.

This Ombudsman's Ombudsman has a telephone instrument for direct evaluation of the quality of service provided to customers and users of SMBCB products and services, structured in order to obtain grades between 1 and 5, with 1 being the lowest level of satisfaction and 5 being the highest level of satisfaction.

The evaluation shall be made available within one (1) business day after the referral of the conclusive response to the Applicant, and shall be completed within 5 (five) business days, after the end of the above-mentioned release period, and the Satisfaction Survey is conducted through the Audible Response

Unit (IVR) External to the Applicants of Demands treated, regardless of whether or not the Demand is proven, pursuant to CMN Resolution No. 4,860/2020.

Nevertheless, pursuant to Art.18, item II, Resolution No. 4,860/2020, and Circular Letter DEATI/BCB No. 3,880 of May 11, 2018, the results of the Satisfaction Surveys are duly forwarded to the Central Bank of Brazil on a monthly basis.

Thus, data for the first half of 2022 can be found in the table below:

Qualitative Service Rating 1st Semester of 2022						
Classification	January	February	March	Abril	May	June
Total Occurrences in the month	13	19	12	1	5	15
Total Treated Demands	2	0	1	1	0	0
Qualitative Service Rating - Did not want to perform	1	0	0	0	0	0
Qualitative Service Rating - Could not contact customer/user	1	0	1	1	0	0
Qualitative Service Rating - Grade 1	0	0	0	0	0	0
Qualitative Service Rating - Grade 2	0	0	0	0	0	0
Qualitative Service Rating - Grade 3	0	0	0	0	0	0
Qualitative Service Rating - Grade 4	0	0	0	0	0	0
Qualitative Service Rating - Grade 5	0	0	0	0	0	0
Total Qualitative Service Rating made Available	2	0	1	1	0	0

It is worth emphasizing that, according to current regulations, the Ombudsman's Service of the SMBCB makes available on the Institution's website the information related to the activities conducted by this Ombudsman.

Finally, it is emphasized the commitment of this Ombudsman to ensure that any manifestations of customers and / or users of products and / or services of SMBCB are appreciated and treated by the Institution, indistinctly and impartially, with absolute secrecy, in the constant search for the quality of service and provision of the services of the SMBCB, dedicating special attention to ethics and transparency in the relations between the institution and its customers.