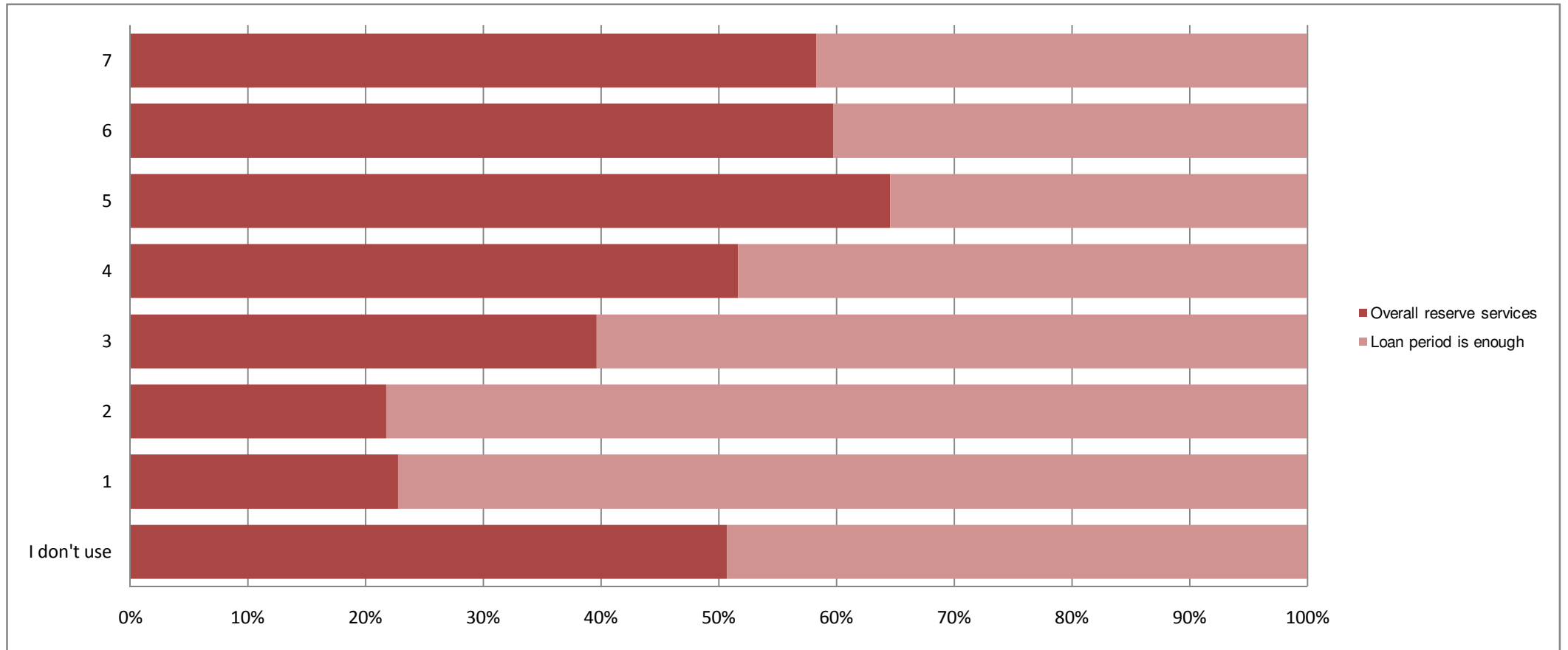


14. How satisfied are you with the Reserve collection?

(1=Unsatisfied, 7=Very satisfied)



|                          | I don't use | 1     | 2     | 3     | 4      | 5      | 6      | 7      |
|--------------------------|-------------|-------|-------|-------|--------|--------|--------|--------|
| Overall reserve services | 37.29%      | 2.12% | 2.12% | 4.45% | 10.17% | 10.81% | 10.38% | 10.38% |
| Loan period is enough    | 36.23%      | 7.20% | 7.63% | 6.78% | 9.53%  | 5.93%  | 6.99%  | 7.42%  |