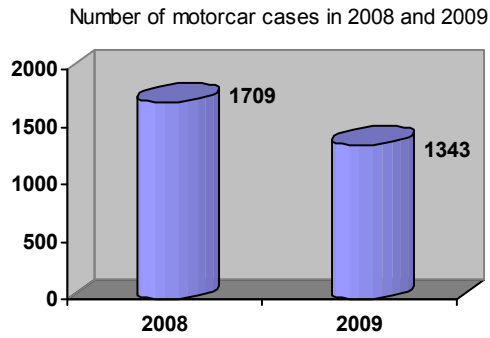


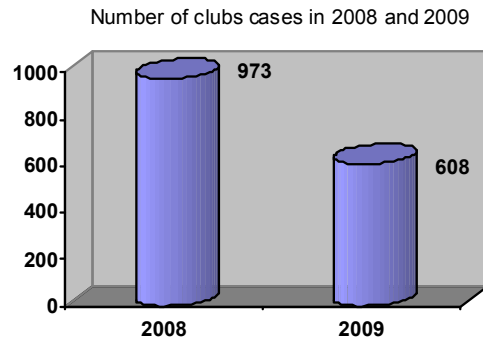
ANNEX A

A) Industries that saw a significant decrease in the number of cases in 2009

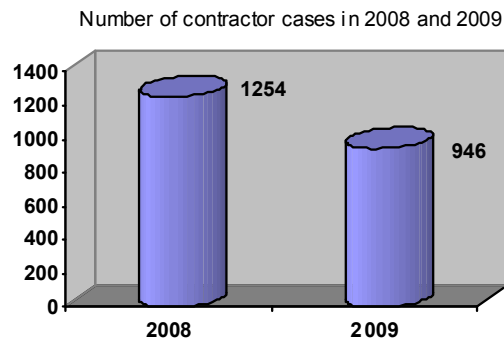
1) Motorcar cases (-366 cases)



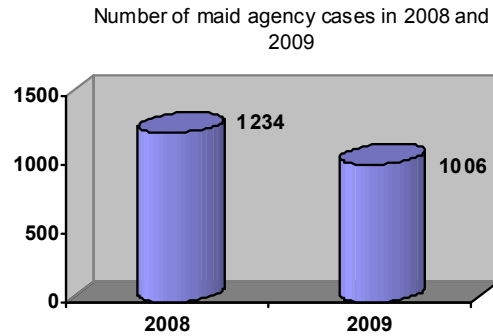
2) Club cases (-365)



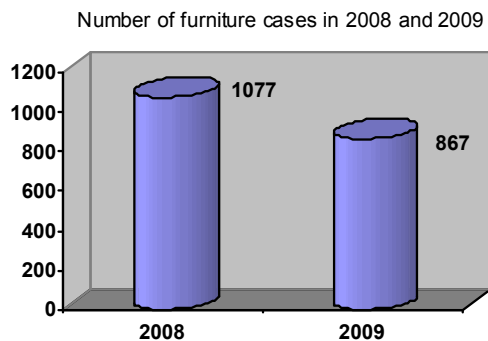
3) Contractors cases (-308 cases)



4) Maid agency cases (-228 cases)

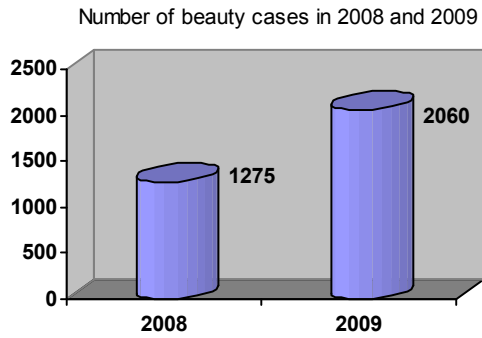


5) Furniture cases (-210 cases)

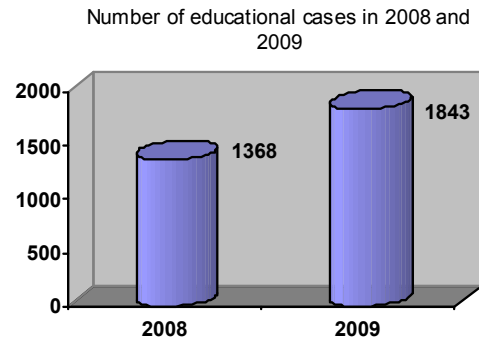


B) Industries that saw a significant increase in the number of cases in 2009

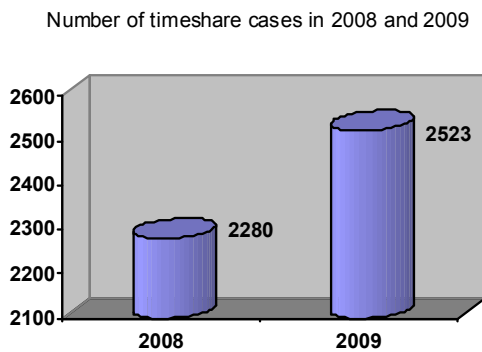
1) Beauty cases (+785 cases)



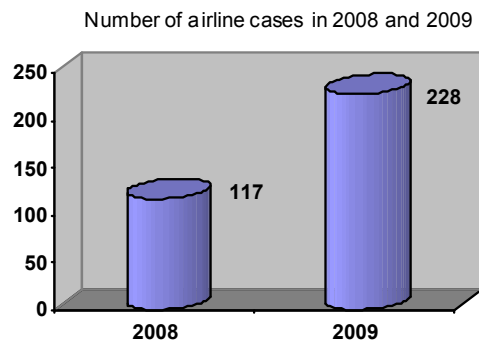
2) Educational cases (+475 cases)



3) Timeshare cases (+243 cases)



4) Airlines cases (+111 cases)



5) Insurance cases (+106 cases)

