

Performance

Measuring Customer Feedback Regarding Convenience in 2020



Summary of Customer Relationship and Brand Management

Customer Satisfaction Score

| Business Group | 2018 | 2019 | 2020 |
|------------------------------------|-------|-------|-------|
| Food (Tops) | 87.6% | 90.2% | 88.2% |
| Fashion (Central Department Store) | 91.8% | 93.6% | 84.4% |
| Fashion (Robinson) | 88% | 89.6% | 86.8% |