

Social

Status of Employees

Category		Unit	2022	2023	2024
Gender	Total		4,796	4,936	4,739
	Male		2,478	2,548	2,395
	Female		2,318	2,388	2,344
Contract Conditions	Executive	Total	107	135	124
		Male	103	129	116
		Female	4	6	8
	Regular Employee*	Total	3,006	3,009	2,937
		Male	1,371	1,399	1,337
		Female	1,635	1,610	1,600
	Contract Employees	Total	1,683	1,792	1,678
		Male	1,004	1,020	942
		Female	679	772	736
	Position	Total	107	134	124
	Executive	Male	103	128	116
		Female	4	6	8
	General Manager	Total	630	665	637
		Male	570	596	565
		Female	60	69	72
	Manager-Deputy Manager**	Total	1,388	1,436	1,300
		Male	1,134	1,147	1,027
		Female	254	289	273
	Staff - Assistant Manager	Total	2,671	2,701	2,678
		Male	671	677	687
		Female	2,000	2,024	1,991

* Including contract employees

** Including senior deputy general managers and team leaders

Category		Unit	2022	2023	2024
Age*	Total		585	601	581
	Under 30 years old	Male	100	132	153
		Female	485	469	428
	30-49 years old	Total	3,474	3,552	3,495
		Male	1,777	1,797	1,737
		Female	1,697	1,755	1,758
	50 years old and above	Total	737	783	663
		Male	601	619	505
		Female Number of People	136	164	158
Nationality	Total		4,778	4,921	4,724
	Korean National	Management Positions**	1,796	1,861	1,744
		Male	314	359	348
		Non-Management Positions**	670	677	643
		Female	1,998	2,024	1,989
	Foreign National	Total	18	15	15
		Managerial Positions**	11	10	8
		Male	4	4	5
		Non-Managerial Positions**	1	0	0
		Female	2	1	2

* Age (Full Years) as of December 31, 2024

** Managerial position: Manager-Deputy Manager, General Manager, Executive Offices/Non-Managerial Position: Staff-Assistant Manager

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Diversity

Category		Unit	2022	2023	2024
Veteran Employees*	Total		63	51	47
	Male		42	35	31
	Female		21	16	16
Employees with Disabilities**	Total	Persons	58	67	62
	Male		41	46	42
	Female		17	21	20
High School Graduates***	Total		273	251	564
	Male		98	86	115
	Female		175	165	449

* No. of employees hired through the veterans preference recruitment process who are employed at the company as of the reference date
** No. of employees with disabilities employed at the company as of the reference date
*** No. of employees hired through the high school graduate preference recruitment process who belong to the company as of the reference date

New Hires*

Category		Unit	2022	2023	2024
Gender	Total		1,088	1,188	1,160
	Male		402	413	369
	Female		686	775	791
Age**	20s	Total	389	398	427
		Male	83	89	118
		Female	306	309	309
	30s	Total	390	390	369
		Male	157	164	117
		Female	233	226	252
	40s	Total	218	283	261
		Male	95	75	70
		Female	123	208	191
	50s and above	Total	91	117	103
		Male	67	85	64
		Female	24	32	39

* Number of New Hires from January 1, 2024 to December 31, 2024
** Age (Full Years) as of December 31, 2024

Resigned Employees*

Category		Unit	2022	2023	2024
Gender	Total		1,023	1,004	1,355
	Male		339	315	508
	Female		684	689	847
Position	Total	Persons	1,023	1,004	1,367
	Executives		12	26	15
	General Manager		80	85	148
	Manager-Deputy Manager**		129	86	235
	Staff - Assistant Manager		802	807	969
Age	Total		1,023	1,004	1,355
	Under 30 years old		267	270	292
	30-49 years old		624	644	761
	50 years old and above		132	90	302

* Includes voluntary retirement and dismissal, excluding retirement age, disciplinary dismissal, and transfers within group companies
** Includes senior deputy general manager and team leader positions

Voluntary Resigned Employees*

Category		Unit	2022	2023	2024
Total Voluntary Turnover Rate**		%	14.8	14.9	20.1
Gender	Total		712	733	954
	Male		228	223	251
	Female		484	510	703
Position	Total	Persons	712	733	954
	Executive		2	9	6
	General Manager		57	52	49
	Manager – Deputy Manager**		94	86	79
	Staff - Assistant Manager		559	586	820
Age	Total		712	733	954
	Under 30 years old		171	166	295
	30-49 years old		493	512	579
	50 years old and above		48	55	80

* Total number of employees who left the company, excluding those who took early retirement or were laid off
** Total voluntary turnover rate = No. of employees who voluntarily resigned / Total number of employees for the respective year (including executives, regular employees, and contract employees)
*** Including senior deputy general managers and team leaders

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Annual Employee Transfers*

Category		Unit	2022	2023	2024
Gender	Total		876	1,169	1,340
	Male		410	689	786
	Female		466	480	554
Position	Executive	Total	12	45	14
		Male	12	45	14
		Female	0	0	0
	Manager – General Manager	Total	370	599	755
		Male	311	526	630
		Female	59	73	125
	Staff - Assistant Manager	Total	494	525	571
		Male	87	118	142
		Female	407	407	429

* Employee transfers refer to movements to other departments or branches.
Excludes changes in employment type, such as conversion from contract to regular employees or from specialist to general staff, without departmental movement
Excludes all personnel changes resulting in loss of affiliation, such as voluntary resignation, early retirement, honorary retirement, mandatory retirement, contract expiration, and transfer to an affiliate company

Grievance Handling

Category	Unit	2022	2023	2024
Number of Workplace Harassment Reports*	Cases	1	1	2
Number of Employee Grievance Handling Resolutions**		-	1	-

* 2022: 1 case at Meritz Fire & Marine Insurance, 2023: 1 case at Meritz Securities, 2024: 2 cases at Meritz Fire & Marine Insurance
** 2023: 1 case at Meritz Securities

Number of Absence Days Due to Industrial Accidents

Category	Unit	2022	2023	2024
Days Absent Due to Occupational Injuries	Days	0	159	103

* No. of days absent due to occupational accidents (accident on commuting) under subparagraph 3 of Article 37 (Standards for Recognition of Occupational Accidents) of the Industrial Accident Compensation Insurance Act Includes days absent due to accidents occurring during commuting by private car, public transportation, etc., which are classified as “ordinary commuting accidents” and are deemed occupational accidents

Parental Leave

Category		Unit	2022	2023	2024
No. of Executives and Employees Eligible for Parental Leave*	Total		1,382	1,363	1,283
	Male		874	854	783
	Female		508	509	500
No. of Executives and Employees Who Used Parental Leave**	Total		175	170	148
	Male		15	17	16
	Female		160	153	132
No. of Executives and Employees Expected to Return within the Same Year after Using Parental Leave	Total		103	111	113
	Male		9	10	13
	Female		94	101	100
No. of Executives and Employees Who Returned in the Current Year after Using Parental Leave***	Total	Persons	65	78	79
	Male		4	6	7
	Female		61	72	72
No. of Executives and Employees Who Returned in the Previous Year after Using Parental Leave****	Total		0	68	0
	Male		0	5	6
	Female		0	63	66
No. of Executives and Employees Who Have Worked for More than 12 Months after Returning from Parental Leave*****	Total		82	76	76
	Male		5	6	6
	Female		77	70	70

* No. of executives and employees with children under the age of 9 or in the 3rd grade of elementary school or below as of the end of the year
** No. of executives and employees who used parental leave for at least one day during the year
*** No. of executives and employees who returned to work in each respective year after using parental leave (excluding employees who are not employed as of the end of each year)
**** No. of executives and employees who returned to work in the previous year after using parental leave (excluding employees who are not employed as of the end of each year)
***** No. of executives and employees who have worked for more than 12 months after returning from parental leave in the previous year and whose 12-month period falls within the current year (Jan. 1 to Dec. 31) (excluding employees who are not employed as of the end of each year)

Labor Practices

Category	Unit	2022	2023	2024
Union Membership Rate*	%	59	57	55

* No. of employees in the labor union / No. of employees eligible for labor union membership * 100

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Executive and Employee Training

Category		Unit	2022	2023	2024
No. of Executives and Employees Trained	No. of executives and employees Trained	Persons	2,500	3,213	2,849
	Total Training Cost	KRW million	92.3	193.0	154.3
	Total Training Hours		15,914	21,834	39,924
	Average Training Hours Per Year Per Executive and Employee	Hours	3.3	4.4	8.4

Human Rights Education*

Category		Unit	2022	2023	2024
No. of Executives and Employees who Completed Mandatory Legal Training**		Persons	7,310	7,621	7,078
Total Training Hours***		Hours	32,685	34,030	36,487

* Prevention of sexual harassment in the workplace, prevention of bullying in the workplace, and education designed to improve awareness of people with disabilities

** Includes contract and part-time employees

*** Combined hours of offline and online training

Ethics Education

Category		Unit	2022	2023	2024
No. of People Subject to Ethics Education		Persons	4,271	3,759	3,223
No. of People Completed Ethics Education			2,651	3,516	2,767
Total Ethics Education Hours*		Hours	2,906	3,978	3,246

* Sum of total training hours for employees who completed the training

Ethics Pledge

Category		Unit	2022	2023	2024
No. of Ethics Pledge Takers			1,608	3,355	4,347
No. of Individuals Required to Take Ethics Pledges		Persons	3,941	3,693	4,378

Social Contribution Investment Amount and Volunteer Hours

Category		Unit	2022	2023	2024
Total Amount Invested in Social Contribution		KRW billion	2.6	2.8	2.3
Total Volunteer Hours		Hours	3,081	4,355	4,406
No. of Volunteer Participants		Persons	3,879	4,022	4,330

Association Fee

Category		Unit	2022	2023	2024
Korea Financial Investment Association			2.4	2.6	2.8
The Credit Finance Association			0.2	0.2	0.2
Korea Capital Market Institute			0.2	0.2	0.2
General Insurance Association of Korea			3.2	3.5	3.4
Korea Insurance Development Institute		KRW billion	1.9	1.9	2.3
Korea Insurance Research Institute			0.8	0.8	0.8
Korea Technology Institute			1.5	1.6	1.6
Korea Fire Protection Association			2.6	2.5	2.1
Korea Credit Information Services			0.6	0.7	0.7

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Customer Complaints

Category	Unit	2022	2023	2024
No. of Customer Complaints Reported		6,270	5,553	5,781
No. of Customer Complaints Reported via the Financial Supervisory Service	Cases	4,665	3,506	3,816
No. of Complaints Handled Among Those Reported*		6,270	5,552	5,775
Completion Rate	%	100	100	99.9

* Figures for 2022-2023 changed due to completion of pending complaint cases

Customer Satisfaction Survey

Meritz Fire & Marine Insurance

Category	Unit	2022	2023	2024
Long-Term Insurance*	Customer Satisfaction Survey	88.6	88.9	88.6
	Breakdown Assistance Satisfaction Survey	97.6	97.4	97.8
Auto Insurance**	Accident Response Satisfaction Survey	92.4	93.0	92.9
	Overall Claim Satisfaction Survey	84.8	84.4	84.5

* 5,000 surveys are randomly sent daily for long-term insurance claims closed (sending channels: KKO)

** KakaoTalk satisfaction survey sent to customers who received car service and compensation