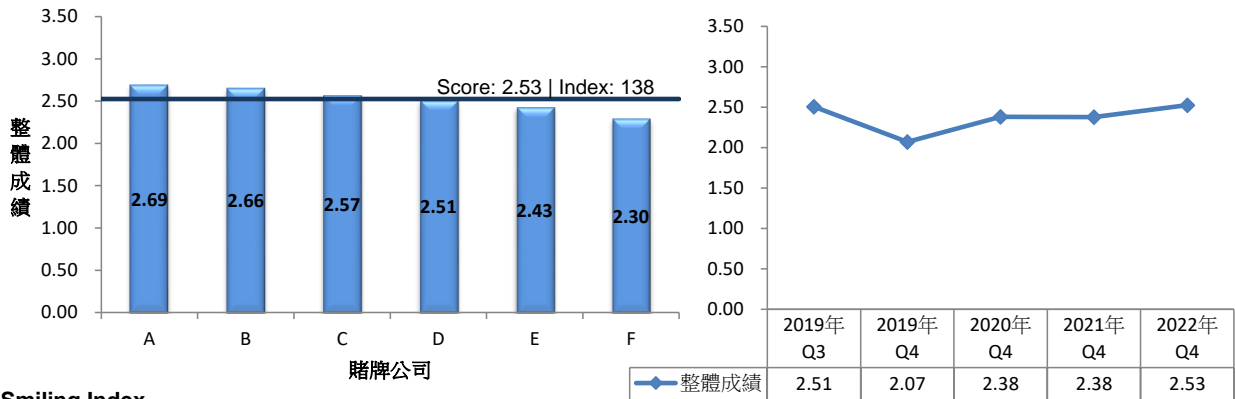


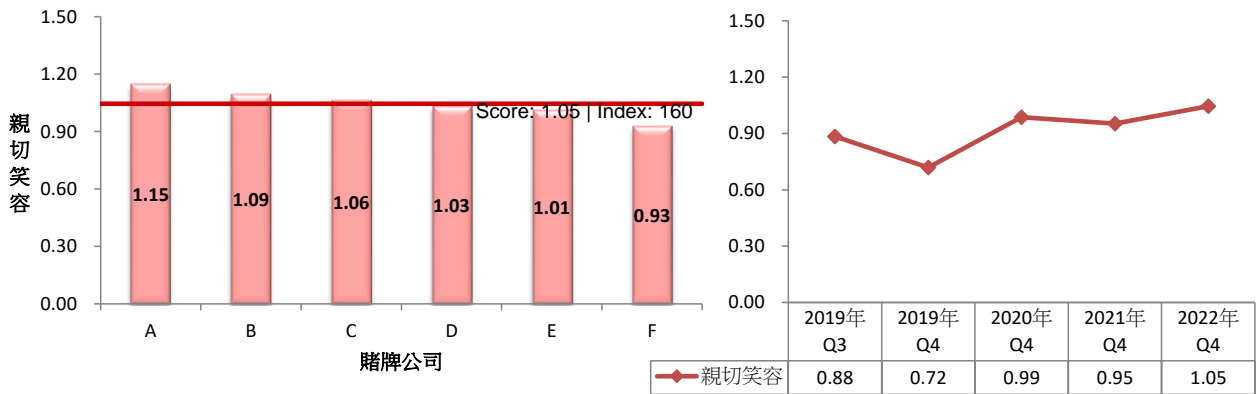
#### 1. Overall Gaming Service Index (GSI)

Overall gaming score for 2022 Quarter 4 is 2.53 out of 3.50, index of 138 (based year 2013 at 100)



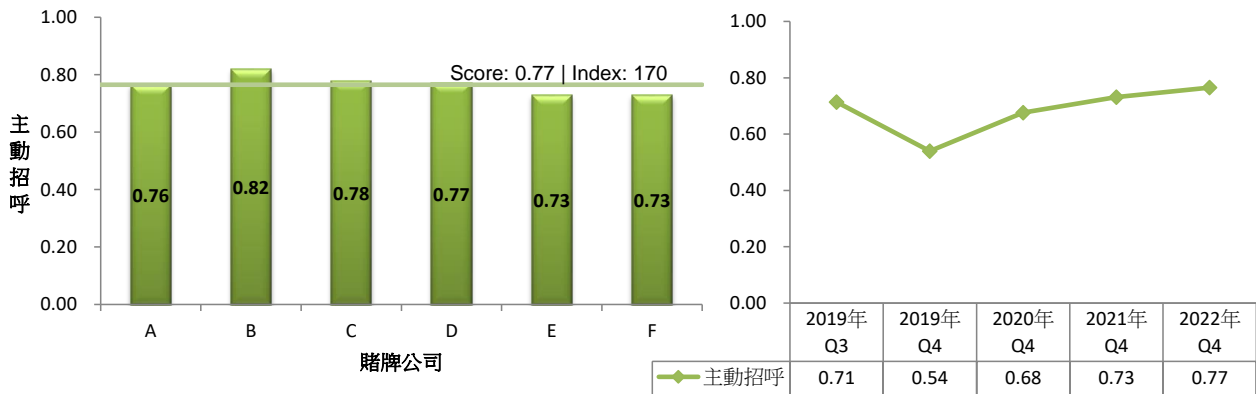
#### 2. Smiling Index

Smiling score for 2022 Quarter 4 is 1.05 out of 1.50, index of 160 (based year 2013 at 100)



#### 3. Proactiveness Index

Proactiveness score for 2022 Quarter 4 is 0.77 out of 1.00, index of 170 (based year 2013 at 100)



#### 4. Tolerance Index

Tolerance score for 2022 Quarter 4 is 0.72 out of 1.00, index of 99 (based year 2013 at 100)

