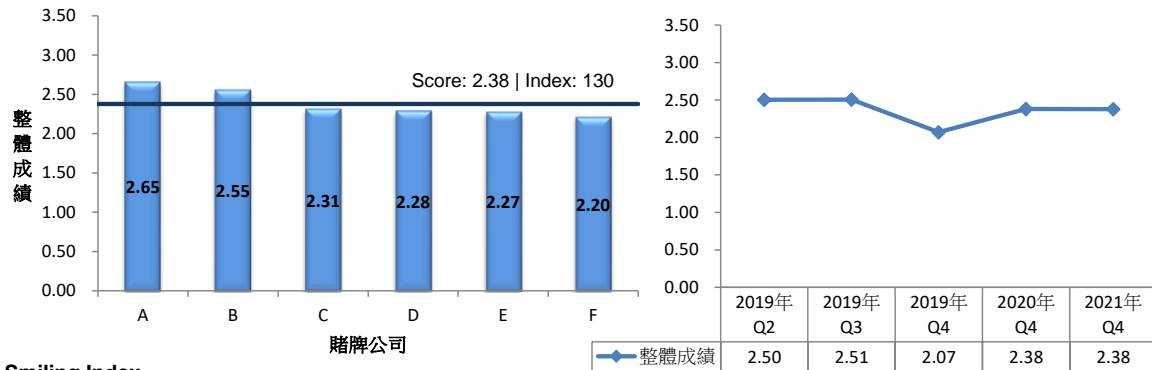


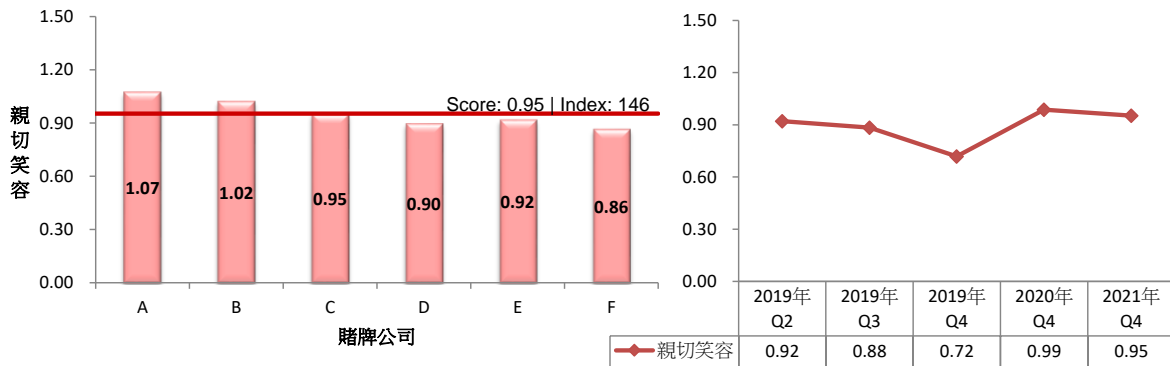
1. Overall Gaming Service Index (GSI)

Overall gaming score for 2021 Quarter 4 is 2.38 out of 3.50, index of 130 (based year 2013 at 100)



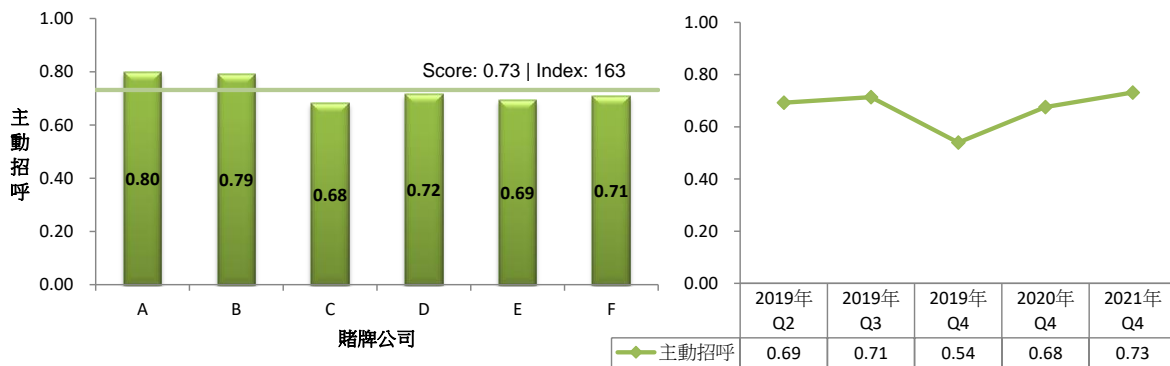
2. Smiling Index

Smiling score for 2021 Quarter 4 is 0.95 out of 1.50, index of 146 (based year 2013 at 100)



3. Proactiveness Index

Proactiveness score for 2021 Quarter 4 is 0.73 out of 1.00, index of 163 (based year 2013 at 100)



4. Tolerance Index

Tolerance score for 2021 Quarter 4 is 0.69 out of 1.00, index of 96 (based year 2013 at 100)

