

Average percentage delay rate per quarter  
(normalized by delay in 2010-Mar)

200  
150  
100

2010-Mar

2010-Jun

2010-Sep

2010-Dec

2011-Mar

2011-Jun

2011-Sep

2011-Dec

2012-Mar

2012-Jun

Year-Quarter

QuickPay

Business Size

○ Large

△ Small

