

REPORT OF THE SUPERVISORY COMMITTEE

Dear Shareholders,

During the reporting period, all members of the Supervisory Committee conscientiously performed their supervisory duties and earnestly safeguarded the interests of the shareholders and the Company in accordance with the requirements of the relevant laws and regulations such as the PRC Company Law and the Articles of Association of the Company.

During the reporting period, the Supervisory Committee held two meetings. At the fifth meeting of the third session of the Supervisory Committee held on 20 March 2014, the Supervisory Committee reviewed and approved resolutions on the financial statements of the Company for 2013, the profit distribution proposal and dividends distribution plan, external auditors' report, work report of internal control for 2013 and its work plan for 2014, the work report of the Supervisory Committee for 2013 and the work plan of the Supervisory Committee for 2014. In respect of more concerned issues, the Supervisory Committee discussed with the Finance Department, Risk Management Department and external auditors of the Company and made relevant recommendations. At the sixth meeting of the third session of the Supervisory Committee held on 22 August 2014, the Supervisory Committee reviewed and approved the unaudited interim financial statements for 2014, review report of interim financial statements for 2014 by external auditors and work report on internal control of the Company in the first half of 2014 and the work plan for the second half of 2014. During the reporting period, members of the Supervisory Committee attended the meetings of the Audit Committee, the meetings of the Board of Directors and the general meeting held in 2014, and supervised the major decisions of the Company and the performance of the members of the Board of Directors and senior management, and made relevant management recommendations with a serious and responsible attitude.

68

The Supervisory Committee is of the opinion that, during the reporting period, the Company persistently adhered to its innovative service strategies with a focus on customers, carried out the market-oriented resource allocation, enhanced comprehensive and deepened reforms and maintained solid fundamentals of the Company in the complicated and volatile internal and external environment. As such, the total revenues of the Company persistently increased to RMB73,176 million, representing a year-on-year growth of 6.9%.

The Supervisory Committee is of the opinion that, all members of the Board of Directors and senior management of the Company have complied with the laws and regulations, and performed their duties in accordance with the Articles of Association of the Company in 2014. In addition, they have also safeguarded the interests of the shareholders, earnestly carried out various resolutions of the general meetings and the board meetings, and operated strictly in accordance with the regulatory requirements for a listed company. The Supervisory Committee was not aware of any violation of relevant national laws and regulations and the Articles of Association, or any acts which would prejudice the interests of the Company.

The Supervisory Committee carefully reviewed the financial statements of the Company for 2014 which were audited by external auditors, and is intended to be submitted by the Board of Directors to the general meeting, and other relevant information. The Supervisory Committee is of the opinion that the financial statements give an objective and true view of the Company's financial position and operating results.

In 2015, to safeguard the interests of the shareholders and the interests of the Company and emphasize the fulfillment of the promises made to the shareholders, the Supervisory Committee will continue to develop new working plans and perform its supervisory duties diligently over the major adjustments and key operating activities in accordance with the PRC Company Law and the Articles of Association of the Company.

By order of the Supervisory Committee

Xia Jianghua

Chairperson of the Supervisory Committee

Beijing, PRC
20 March 2015