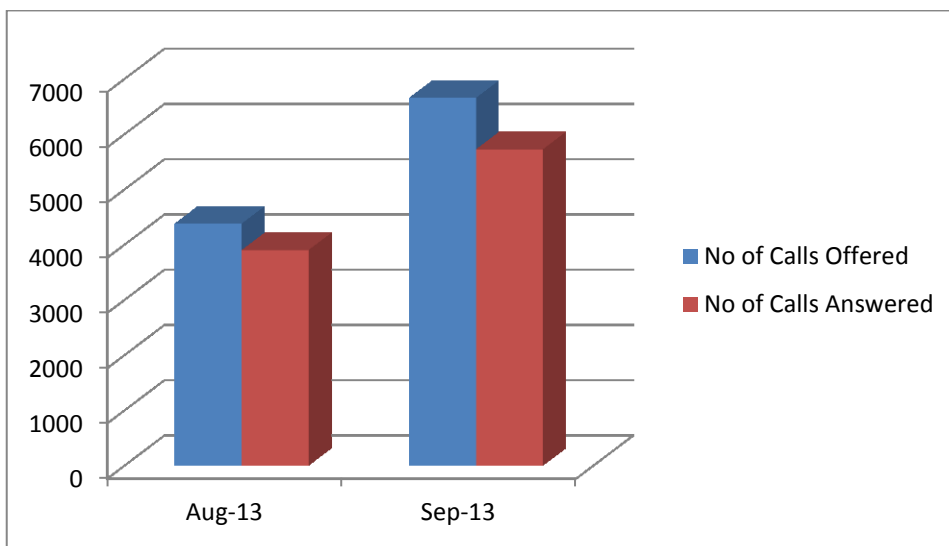


## Customer Service Statistics

1 August 2013 –30 September 2013

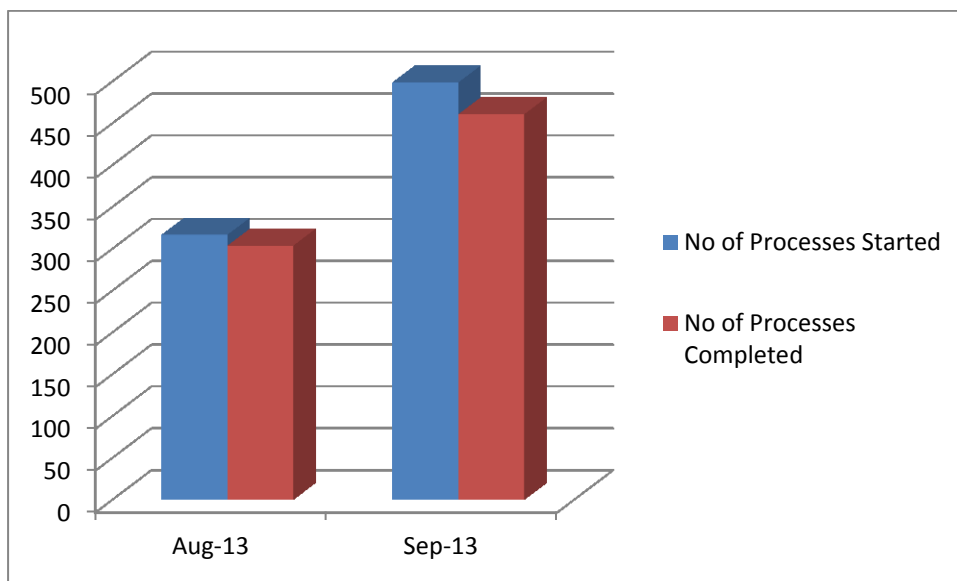
### Telephone Calls to Customer Service



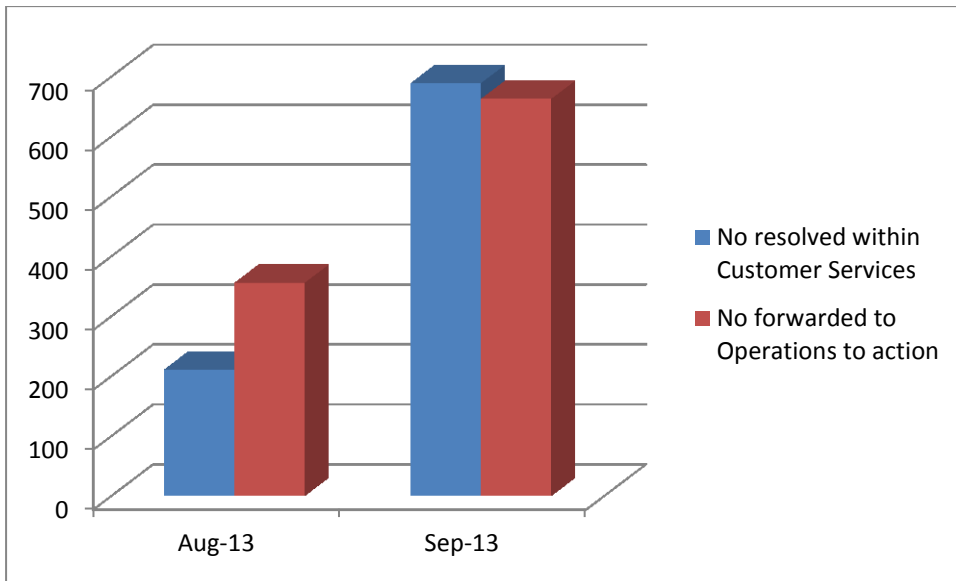
	Aug-13	Sep-13	% Answer Rate	Calls answered at first point of contact
<b>No of Calls Offered</b>	4383	6660	89.1%	98.6%
<b>No of Calls Answered</b>	3905	5730	86.0%	98.7%

Please note that the target % answer rate is currently 85%.

### Processes Actioned by Customer Services



	Aug-13	Sep-13
<b>No of Processes Started</b>	317	499
<b>No of Processes Completed</b>	304	461



	<b>Aug-13</b>	<b>Sep-13</b>
<b>No resolved within Customer Services</b>	211	689
<b>No forwarded to Operations to action</b>	356	663