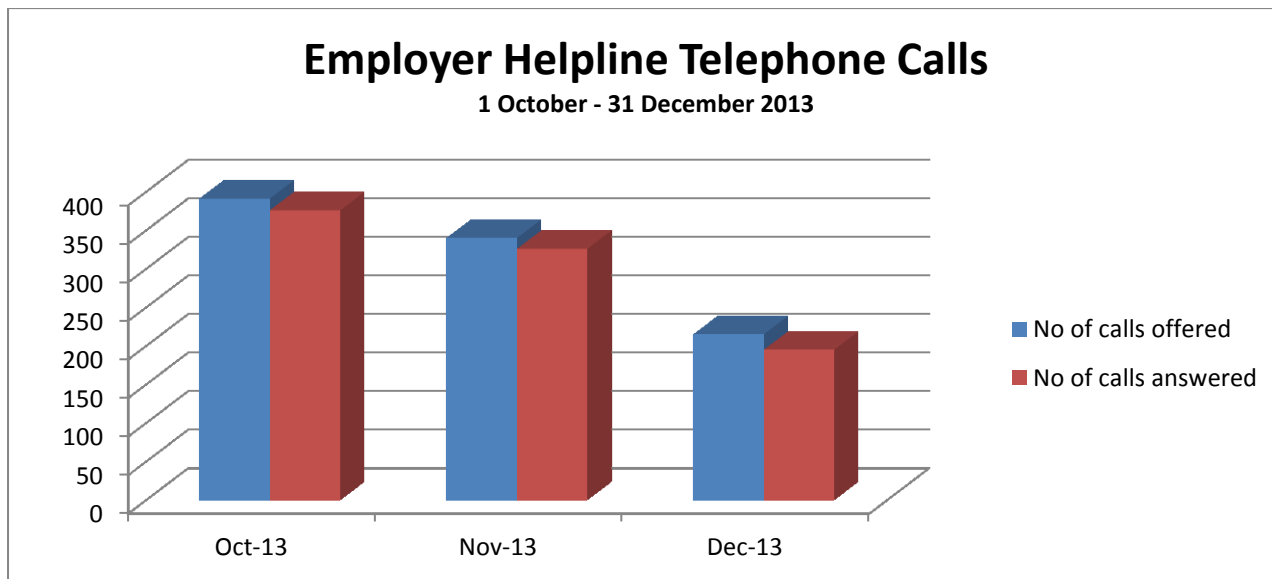


Employer Service Telephone Statistics

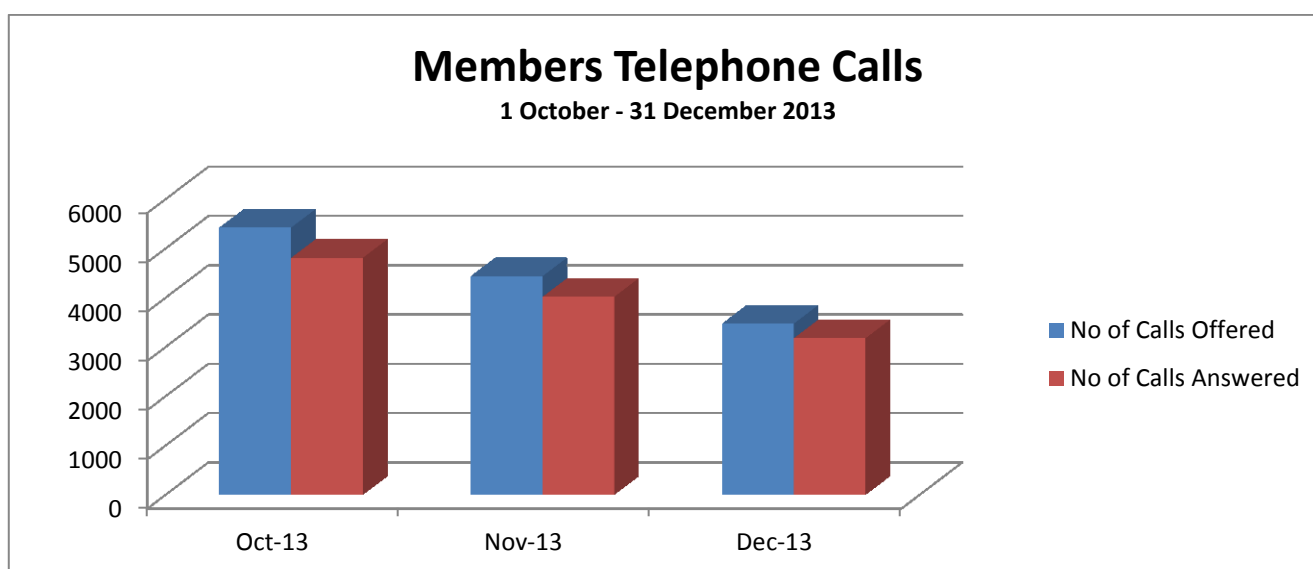
1 October – 31 December 2013



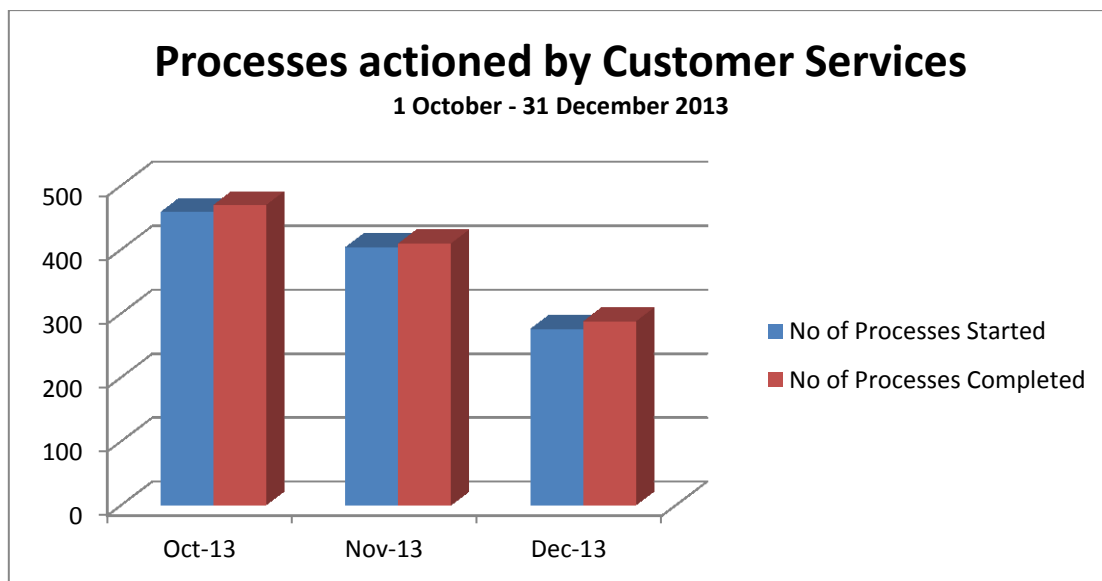
	Oct-13	Nov-13	Dec-13
No of calls offered	391	340	215
No of calls answered	376	326	195
Answer Rate	96.2%	95.9%	90.7%

Customer Service Statistics

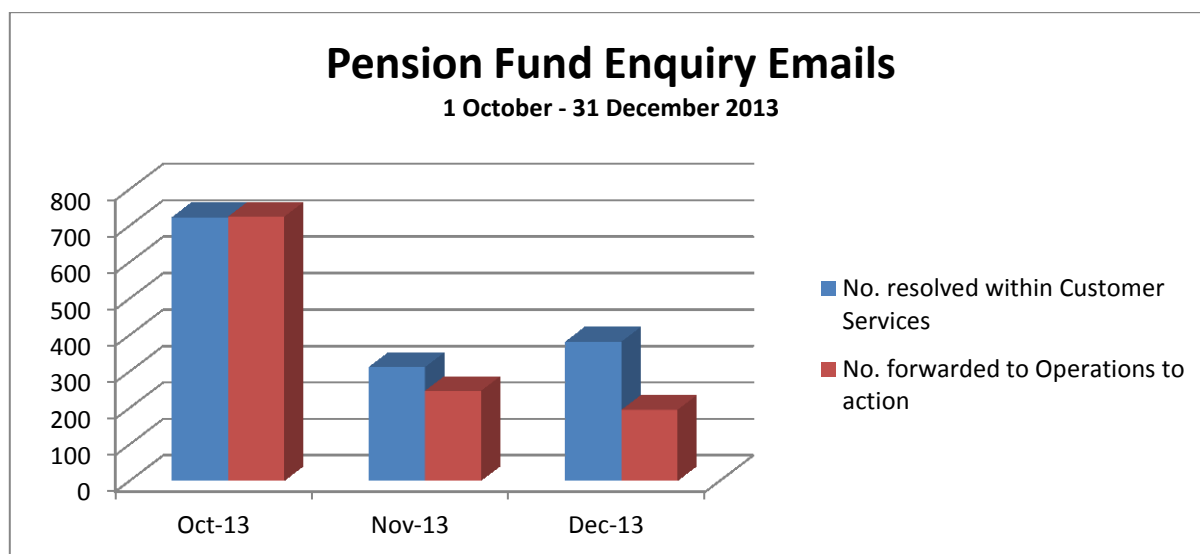
1 October to 31 December 2013



	Oct-13	Nov-13	Dec-13
No of Calls Offered	5424	4437	3475
No of Calls Answered	4812	4019	3179
Answer Rate	88.70%	90.60%	91.50%
Calls answered at first point of contact	99.50%	99.80%	99.87%



	Oct-13	Nov-13	Dec-13
No of New Processes Started	459	404	276
No of Processes Completed	470	410	288



Number of Emails Received	Oct-13	Nov-13	Dec-13
No. resolved within Customer Services	723	312	382
No. forwarded to Operations to action	725	247	195