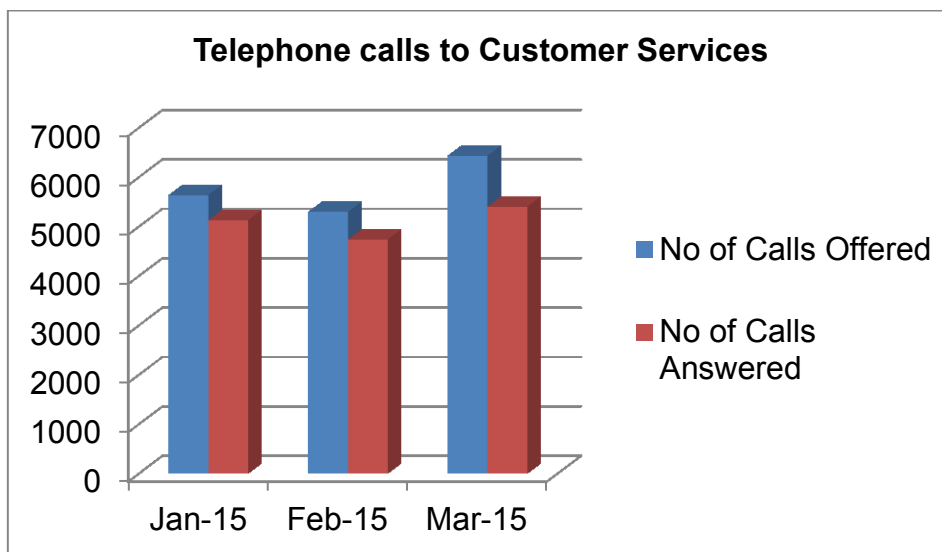
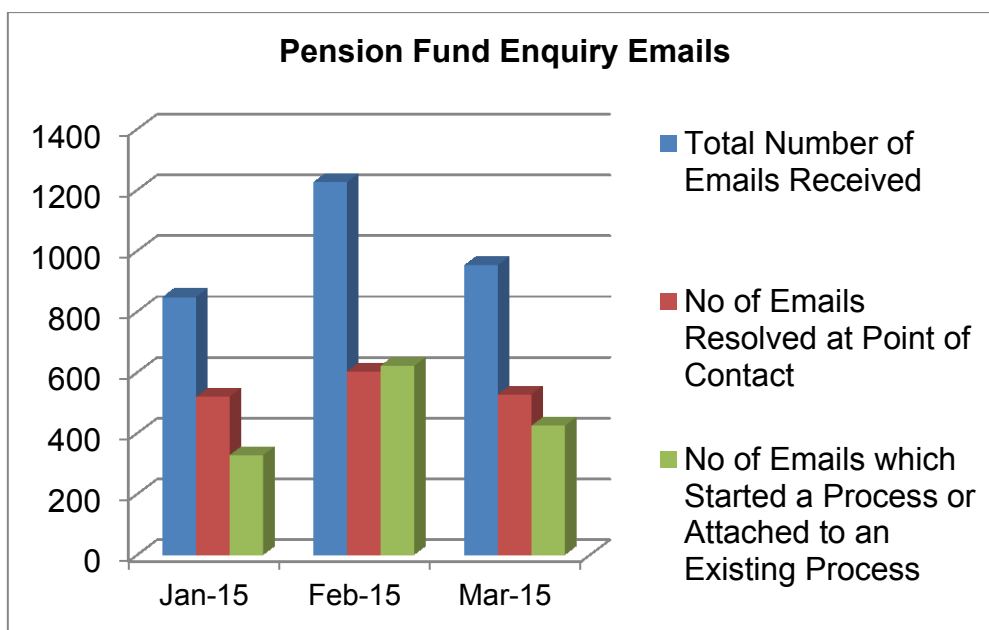


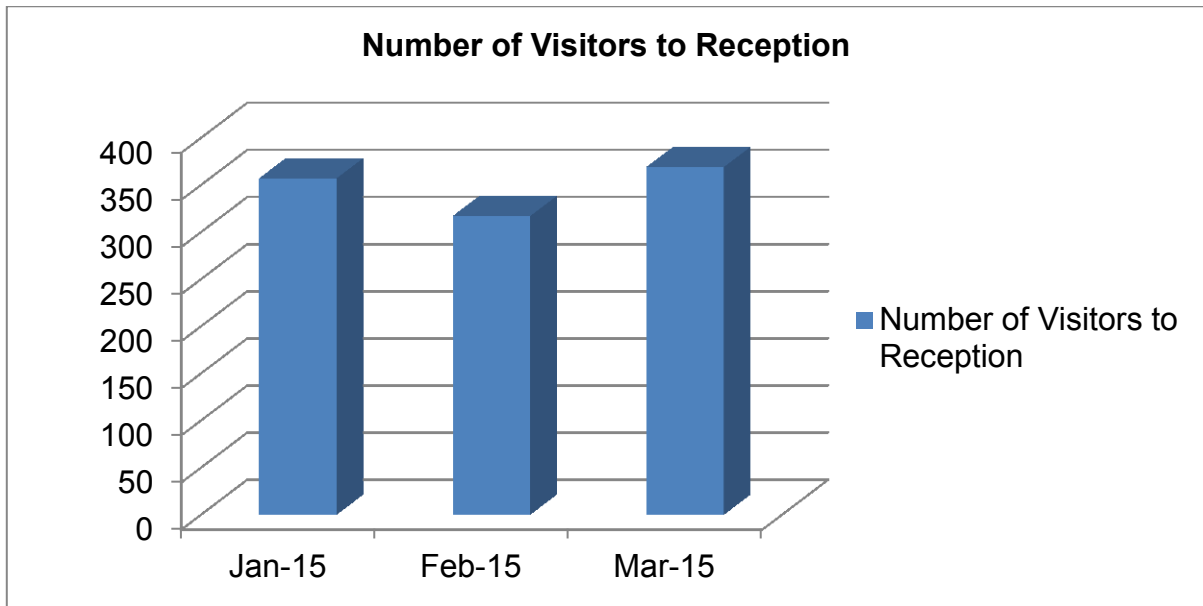
**Customer Services Statistics
1 January 2015 to 31 March 2015**



	Jan 2015	Feb 2015	March 2015
No of Calls Offered	5,644	5,300	6,438
No of Calls Answered	5,135	4,745	5,408
Answer Rate	91%	90%	84%
Calls answered at first point of contact (first call fix)	99.2%	98.7%	98.8%



	Jan 2015	Feb 2015	Mar 2015
Total Number of Emails received	848	1,226	953
Number of Emails resolved at point of contact	520	604	528
Number of Emails which started a process or attached to an existing process	328	622	425



	Jan 2015	Feb 2015	Mar 2015
Number of Visitors to Reception	357	317	369