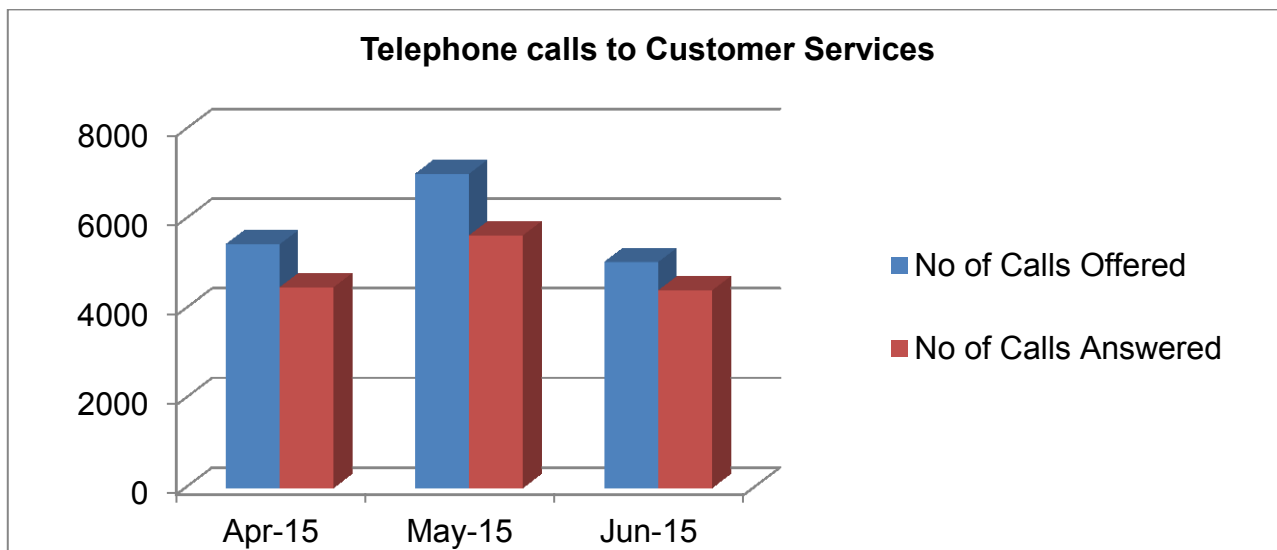
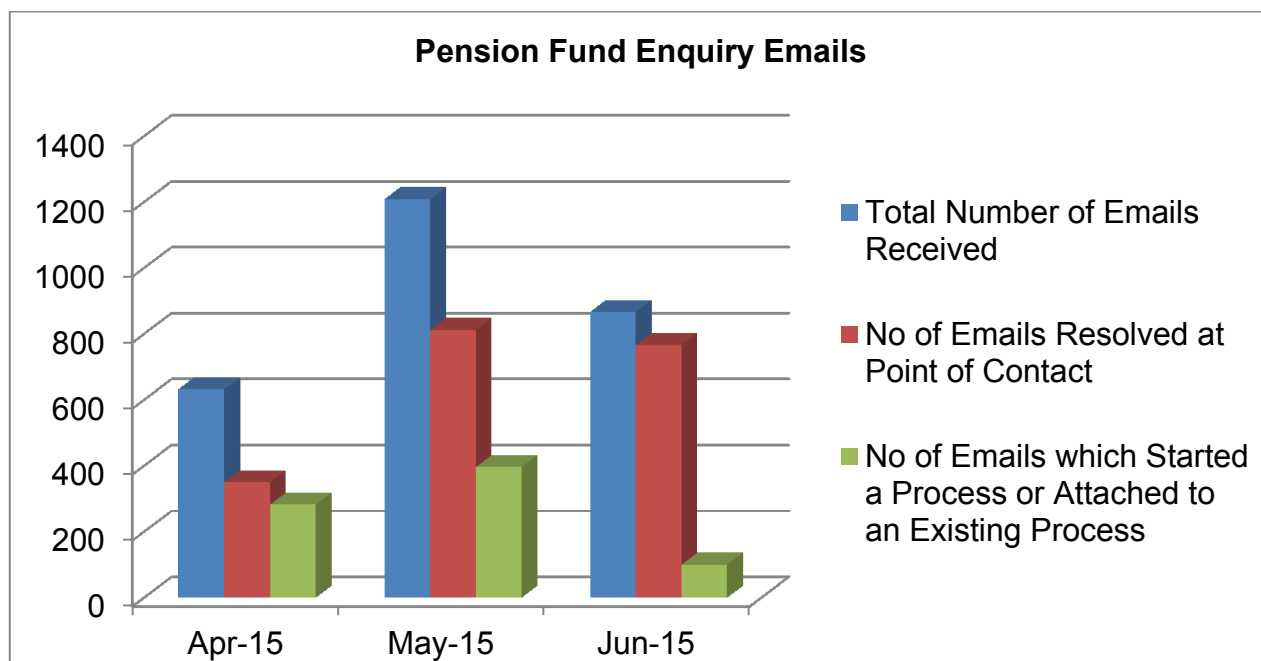


**Customer Services Statistics  
1 April 2015 to 30 June 2015**



	<b>April 2015</b>	<b>May 2015</b>	<b>June 2015</b>
No of Calls Offered	5439	7012	5045
No of Calls Answered	4484	5441	4415
Answer Rate	83%	78%	88%
Calls answered at first point of contact	99.2%	98.7%	98.8%



	<b>April 2015</b>	<b>May 2015</b>	<b>June 2015</b>
Total Number of Emails received	632	1208	866
Number of Emails resolved at point of contact	350	812	766
Number of Emails which started a process or attached to an existing process	282	396	100