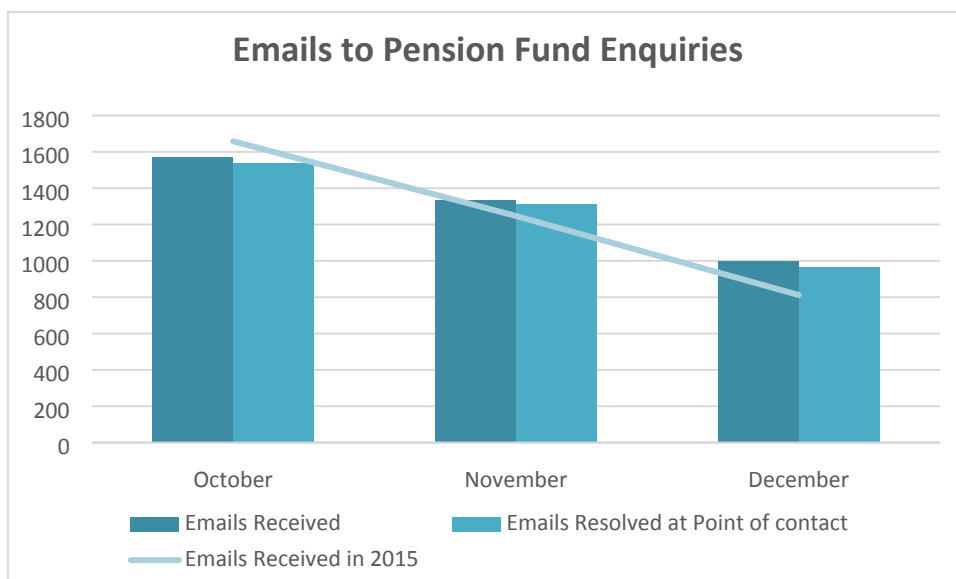
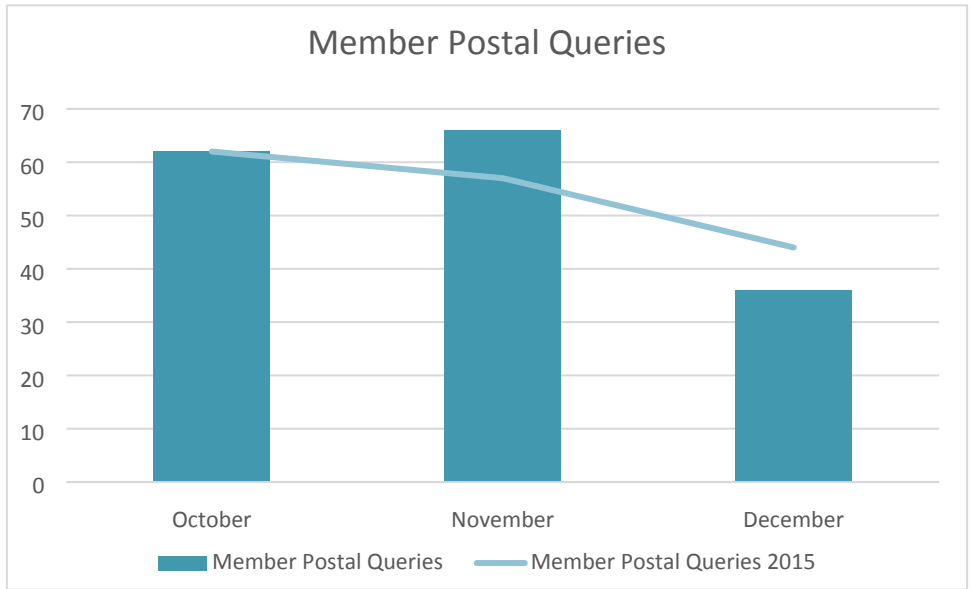


	October	November	December
Calls Offered	6069	5910	3961
Calls Answered	5222	5152	3636
Answer Rate	86.04%	87.17%	91.80%
Calls Offered in 2015	6337	5481	3827

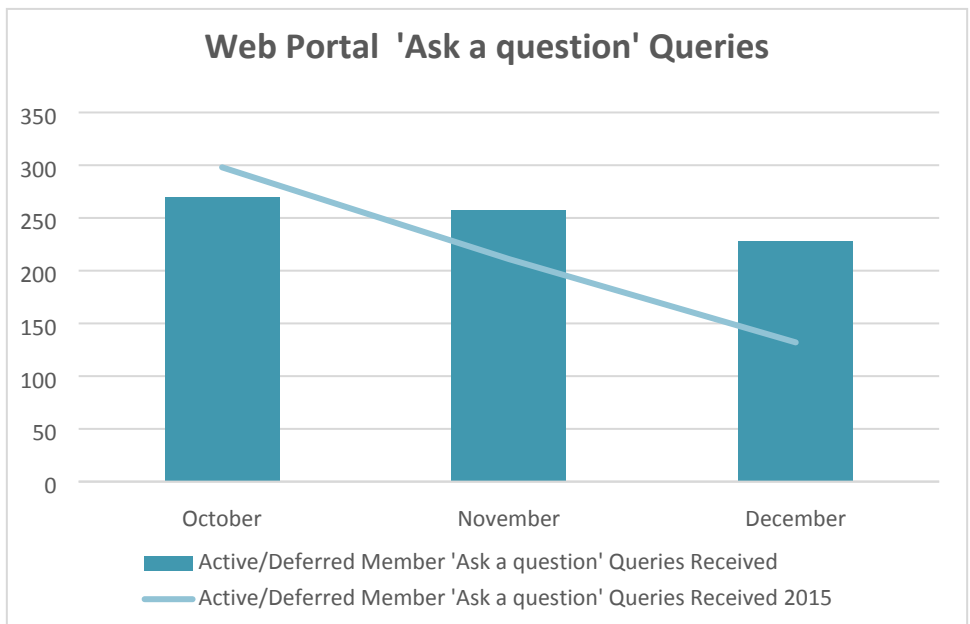


	October	November	December
Emails Received	1570	1337	999

Emails Resolved at Point of contact	1537	1311	966
Emails Received in 2015	1658	1247	812
% of emails resolved at point of contact	97.89%	98.05%	96.69%



	Member Postal Queries	Member Postal Queries 2015
October	62	62
November	66	57
December	36	44



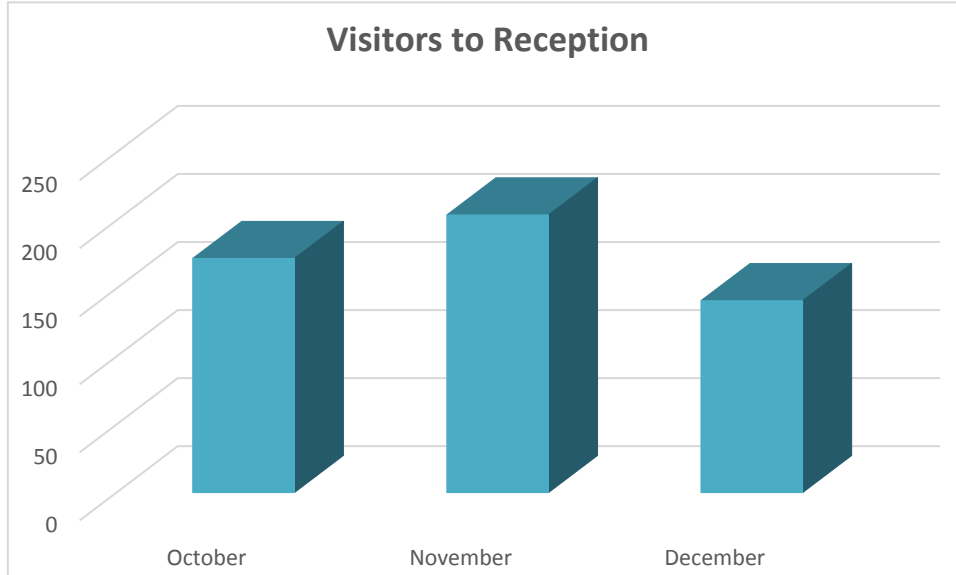
Active/Deferred Member 'Ask a question' Queries Received

Active/Deferred Member 'Ask a question' Queries Received 2015

October
November
December

270
257
228

298
211
132



Visitors to Reception

October
172

November
204

December
141