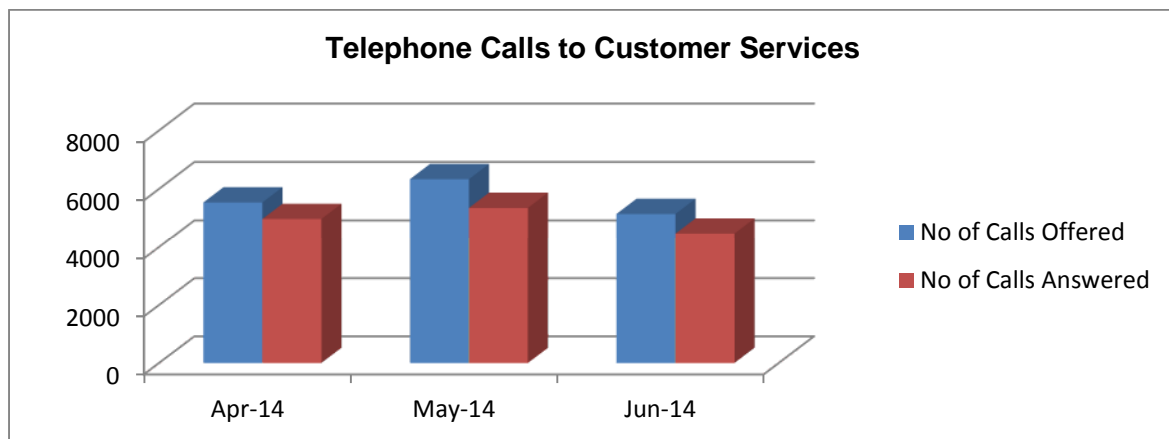
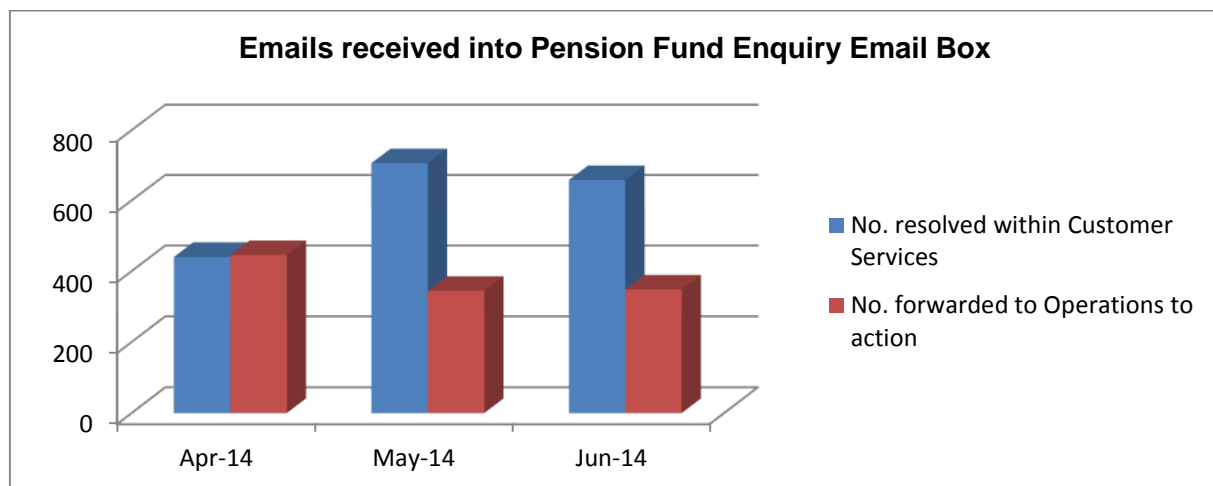


### Customer Service Statistics 1 April 2014 to 30 June 2014



	<b>April 2014</b>	<b>May 2014</b>	<b>June 2014</b>
No of Calls Offered	5,533	6,329	5,139
No of Calls Answered	4,966	5,346	4,465
Answer Rate	89.8%	84.5%	86.9%
Calls answered at first point of contact	99.70%	99.5%	99.8%



#### Number of Emails Received

	<b>April 2014</b>	<b>May 2014</b>	<b>June 2014</b>
No. resolved within Customer Services	440	706	658
No. forwarded to Operations to action	445	344	348
<b>Total Emails received</b>	<b>885</b>	<b>1,050</b>	<b>1,006</b>