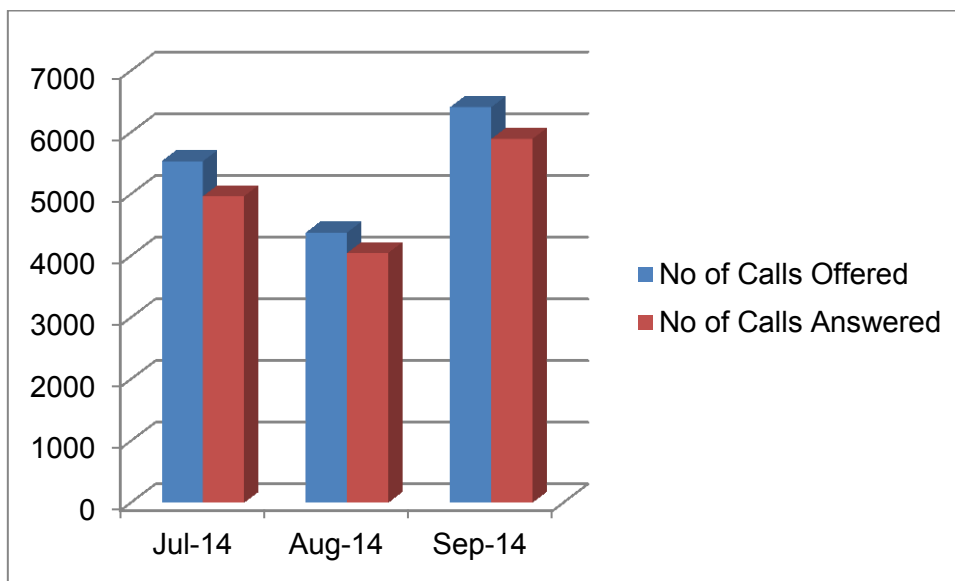
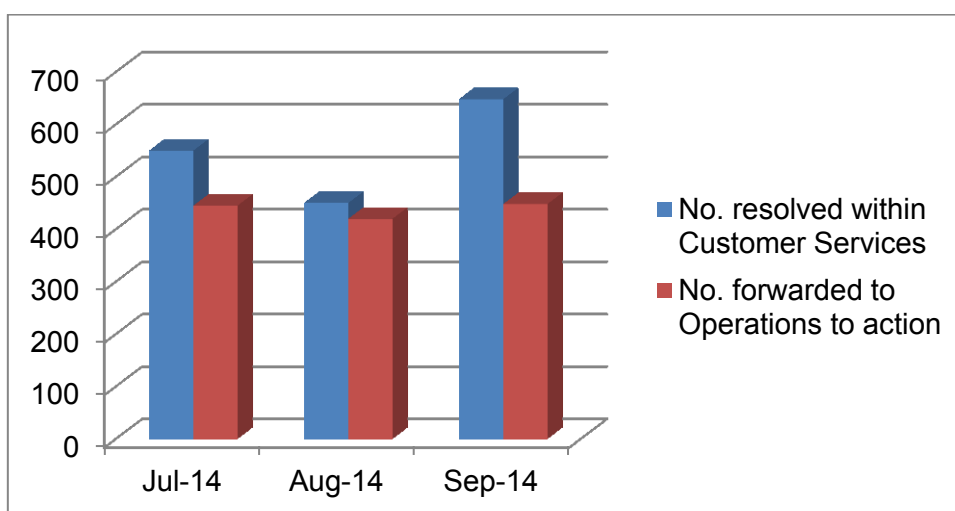


Customer Service Statistics
1 July 2014 to 30 September 2014



	July 2014	August 2014	September 2014
No of Calls Offered	5533	4378	6409
No of Calls Answered	4966	4047	5895
Answer Rate	89.8%	92.4%	92.0%
Calls answered at first point of contact	99.70%	99.5%	99.8%

Emails Received into Pension Fund Enquiry Email Box



Number of Emails Received

	July 2014	August 2014	September 2014
No. resolved within Customer Services	550	450	648
No. forwarded to Operations to action	445	420	448
Total Emails received	995	870	1096