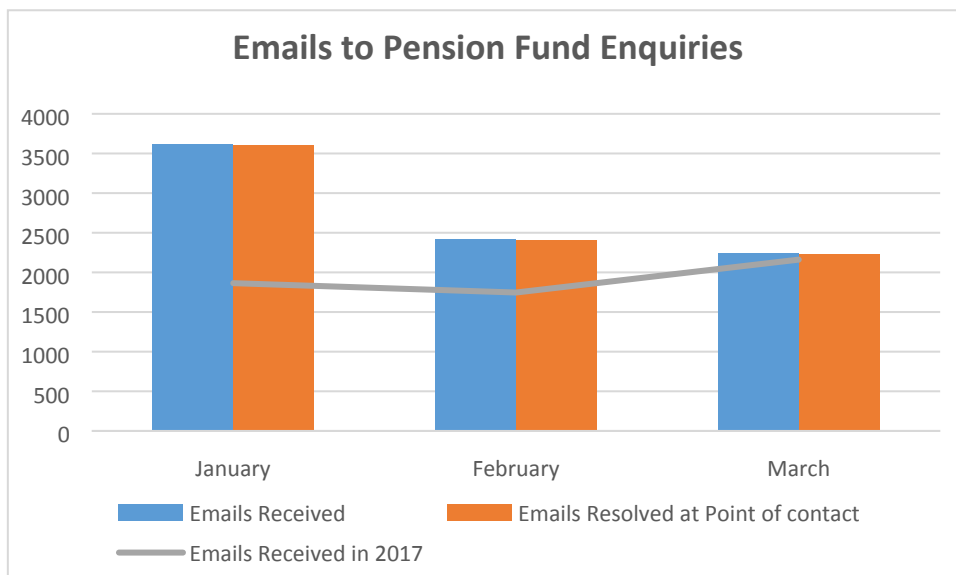
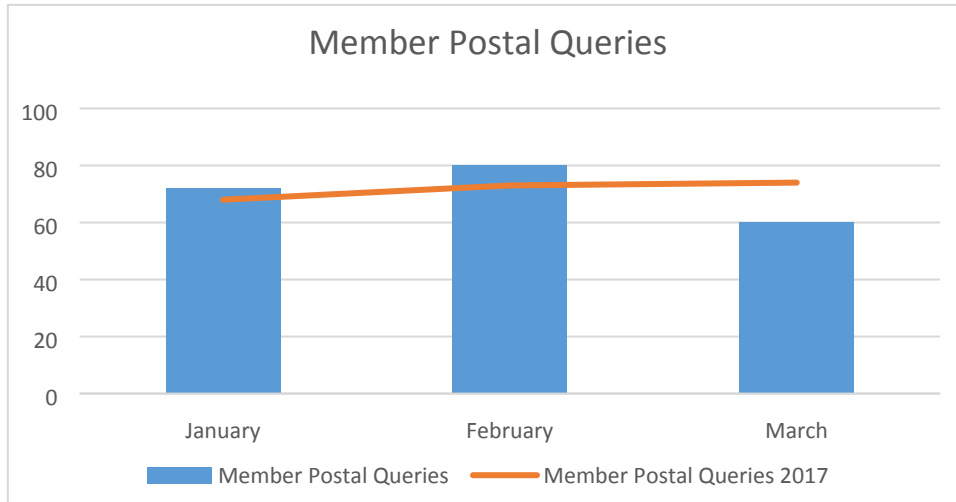


	January	February	March
Calls Offered	7549	6422	6809
Calls Answered	7059	5928	6237
Calls Offered over same period in 2017	6885	5755	6519
Answer Rate (Target 85%)	93.51%	92.31%	91.60%

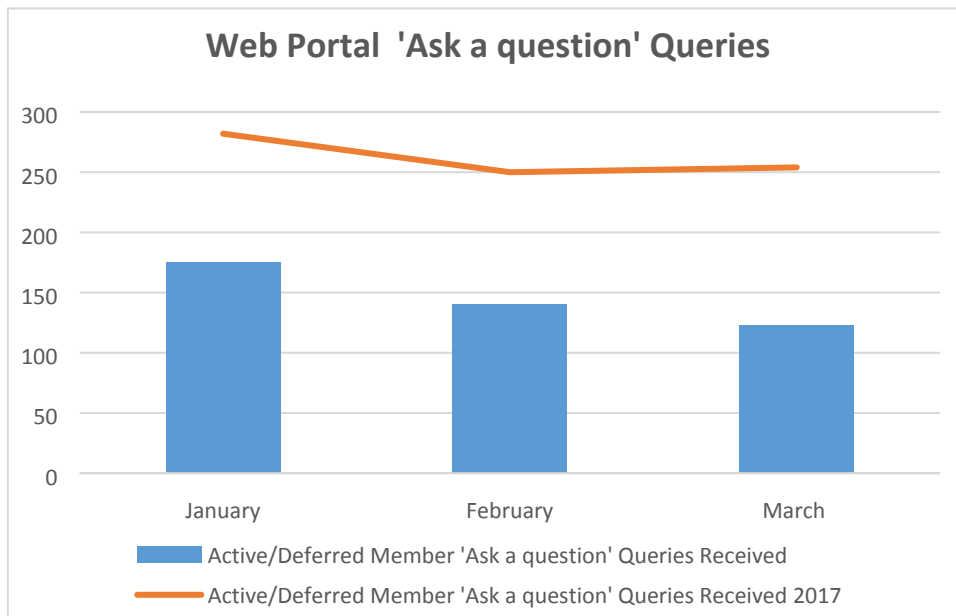


	January	February	March
Emails Received	3616	2410	2237
Emails Resolved at Point of contact	3601	2397	2228
Emails Received over same period in 2017	1864	1746	2161

% of emails resolved at point of contact 99.58% 99.46% 99.59%



	Member Postal Queries	Member Postal Queries 2017
January	72	68
February	80	73
March	60	74

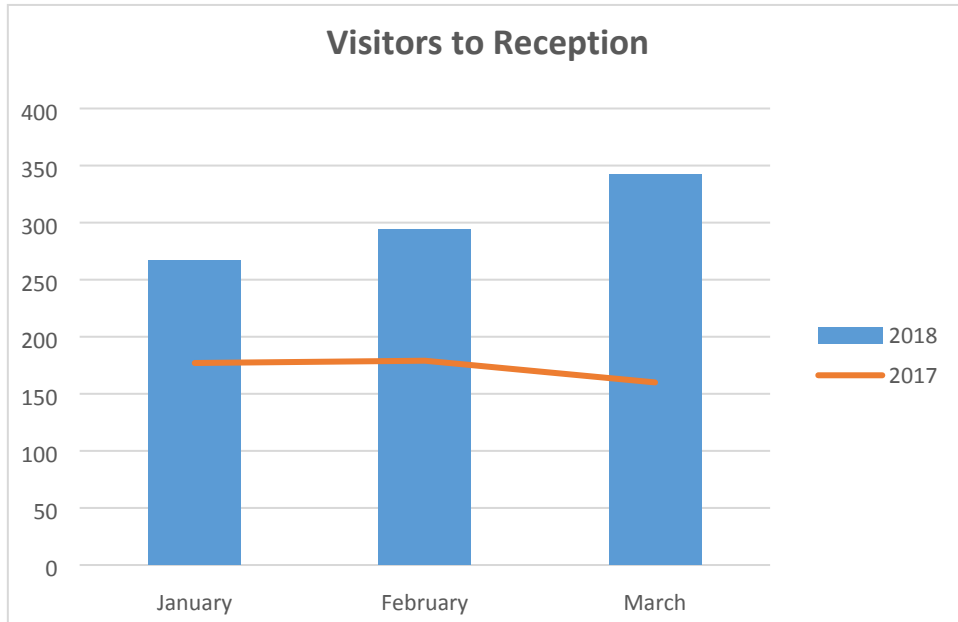


Active/Deferred Member 'Ask a question' Queries Received	Active/Deferred Member 'Ask a question' Queries Received 2017
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February
March

140
123

250
254



	January	February	March
Visitors to Reception 2017	177	179	160
Visitors to Reception 2018	267	294	342