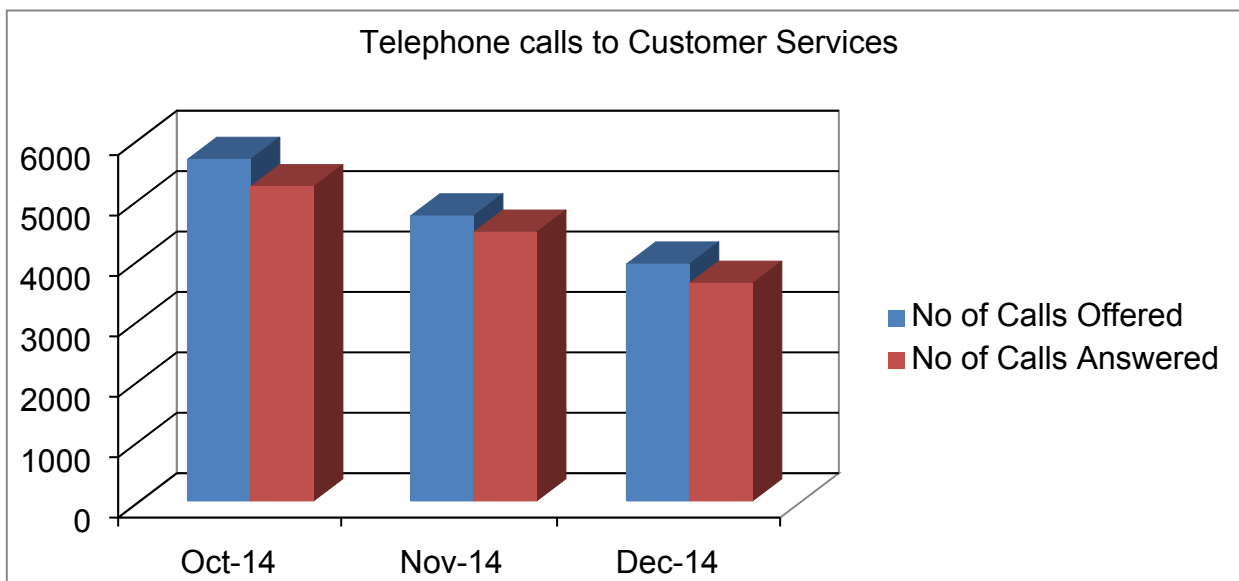
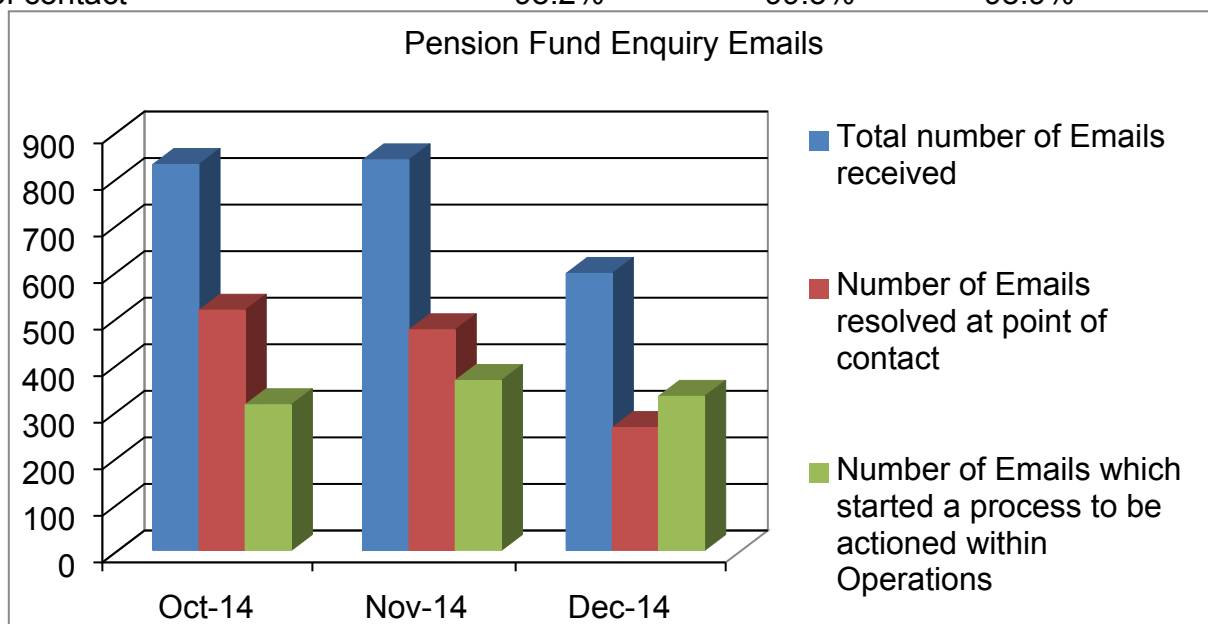


Customer Services Statistics
1 October 2014 to 31 December 2014



	Oct 2014	Nov 2014	Dec 2014
No of Calls Offered	5653	4717	3920
No of Calls Answered	5200	4448	3602
Answer Rate	92%	94%	92%
Calls answered at first point of contact	98.2%	99.5%	98.9%



	Oct 2014	Nov 2014	Dec 2014
Total Number of Emails received	829	839	595
Number of Emails resolved at point of contact	516	474	264
Number of Emails which started a process to be actioned within Operations	313	365	331

