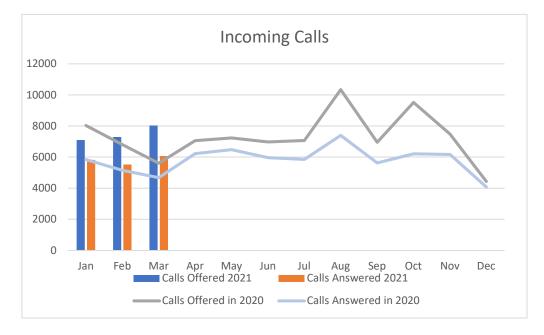
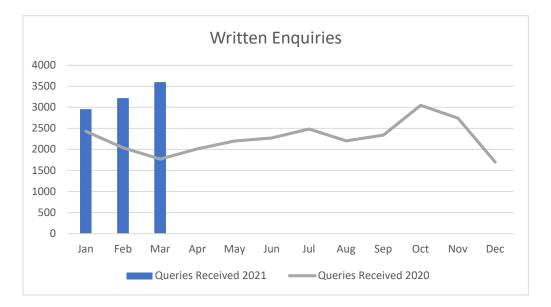
## Appendix D: Customer Services Statistics January to March 2021



Calls Offered 2021
Calls Answered 2021
Calls Offered in 2020
Calls Answered in 2020
Answer Rate (Target 85%)
Percentage increase

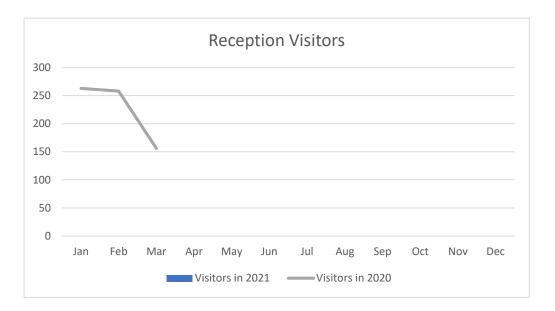
	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2021	7094	7293	8027									
d 2021	5822	5523	6065									
n 2020	8031	6812	5603	7055	7224	6968	7068	10342	6956	9513	7476	4431
in 2020	5842	5149	4682	6216	6477	5968	5848	7398	5624	6206	6171	4071
rget 85%)	82.07%	75.73%	75.56%									
crease	-11.67%	7.06%	43.26%									

## Appendix D: Customer Services Statistics



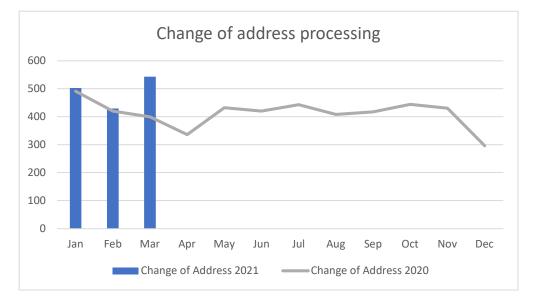
	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Queries Received 2021	2953	3217	3599									
Queries Received 2020	2431	2039	1770	2011	2199	2270	2485	2202	2338	3049	2741	1699
Percentage increase	21.47%	57.77%	103.33%									

## Appendix D: Customer Services Statistics



	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Visitors in 2021	0	0	0	0	0	0	0	0	0	0	0	0
Visitors in 2020	263	258	156									

## Appendix D: Customer Services Statistics



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Change of Address 2021	502	429	543									
Change of Address 2020	491	420	399	336	432	420	443	408	417	444	430	296