

Complaints Report for 4th Quarter 2011

| Status | Oct | Nov | Dec | Total |
|---|------------|------------|------------|---------------------|
| Number of complaints received | 143 | 244 | 238 | 625 |
| Number of complaints resolved | 72 | 133 | 168 | 373 |
| Number of complaints unresolved | 71 | 111 | 70 | 252 |
| Number of complaints withdrawn | 0 | 0 | 0 | 0 |
| Resolution rate for complaints received | 50% | 55% | 71% | 60% |
| No. of outstanding complaints resolved | 93 | 86 | 138 | 317 |
| Total number of complaints resolved | 165 | 219 | 306 | 690 |
| Rebate/Compensation Awarded to Customers for the 4th Quarter 2011 | | | | \$594,752.00 |

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