

**Complaints Report for 2nd Quarter 2010**

<b>Status</b>	<b>Apr '10</b>	<b>May '10</b>	<b>Jun '10</b>	<b>Total</b>
Number of complaints received	703	572	270	1,545
Number of complaints resolved	284	371	132	787
Number of complaints unresolved	419	201	138	758
Number of complaints withdrawn	0	0	0	0
<b>Resolution rate for complaints received</b>	<b>40%</b>	<b>65%</b>	<b>49%</b>	<b>51%</b>
No. of outstanding complaints resolved	309	238	590	1,137
Total number of complaints resolved	<b>593</b>	<b>609</b>	<b>722</b>	<b>1,924</b>
<b>Rebate/compensation awarded to customers between Apr 1, 2010 to Jun 30, 2010</b>				<b>\$119,183.00</b>
