

### Complaints Report for 2nd Quarter 2012

<b>Status</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Total</b>
Number of complaints received	455	280	325	1,060
Number of complaints resolved	250	114	131	495
Number of complaints unresolved	186	135	190	511
Number of complaints withdrawn	19	31	4	54
<b>Resolution rate for complaints received</b>	<b>57%</b>	<b>46%</b>	<b>41%</b>	<b>49%</b>
No. of outstanding complaints resolved	124	249	90	463
Total number of complaints resolved	<b>374</b>	<b>363</b>	<b>221</b>	<b>958</b>
<b>Rebate/Compensation Awarded to Customers for the 2nd Quarter 2012</b>				<b>\$580,472.00</b>
