

Status	July '09	Aug '09	Sep '09	Total
Number of complaints received	392	451	565	1,408
Number of complaints resolved	185	200	330	715
Number of complaints unresolved	207	251	235	693
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	47%	44%	58%	51%
No. of outstanding complaints resolved	276	132	230	638
Total number of complaints resolved	461	332	560	1,353
Rebate/compensation awarded to customers between Jul'09 to Sep'09				\$253,439.00
