

### Complaints Report for 1<sup>st</sup> Quarter 2010

Status	Jan '10	Feb '10	Mar '10	Total
Number of complaints received	528	263	936	1,727
Number of complaints resolved	253	90	365	708
Number of complaints unresolved	275	173	571	1,019
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	48%	34%	39%	41%
No. of outstanding complaints resolved	150	53	139	342
Total number of complaints resolved	403	143	505	1,051
<b>Rebate/compensation awarded to customers between Jan '10 to Mar '10</b>				<b>\$9,745.00</b>