

### Complaints Report for 1<sup>st</sup> Quarter 2012

<b>Status</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total</b>
Number of complaints received	219	202	282	703
Number of complaints resolved	124	86	128	338
Number of complaints unresolved	94	113	143	350
Number of complaints withdrawn	1	3	11	15
<b>Resolution rate for complaints received</b>	<b>57%</b>	<b>43%</b>	<b>47%</b>	<b>49%</b>
No. of outstanding complaints resolved	91	91	103	285
Total number of complaints resolved	<b>215</b>	<b>177</b>	<b>231</b>	<b>623</b>
<b>Rebate/Compensation Awarded to Customers for the 1st Quarter 2012</b>				<b>\$787,392.00</b>
