

Complaints Report for 4th Quarter 2012

Status	Oct	Nov	Dec	Total
Number of complaints received	316	195	153	664
Number of complaints resolved	132	91	79	302
Number of complaints unresolved	182	102	72	356
Number of complaints withdrawn	2	2	2	6
Resolution rate for complaints received	42%	47%	52%	46%
No. of outstanding complaints resolved	141	141	146	428
Total number of complaints resolved	273	232	225	730
Rebate/Compensation Awarded to Customers for the 4th Quarter 2012				\$425,582.00
