

RIC's Complaints Report for 2nd Quarter for 2008

Status	Apr '08	May '08	Jun '08	Total
Number of complaints received	312	479	434	1,225
Number of complaints resolved	139	248	246	633
Number of complaints unresolved	173	231	188	592
Number of complaints withdrawn	0	0	0	
Resolution rate for complaints received	45%	52%	57%	52%
No. of outstanding complaints resolved	247	76	164	487
Total number of complaints resolved	386	324	410	1,120
Rebate/compensation awarded to customers	TT\$106,338	TT\$0	TT\$53,832	TT\$160,170

Total Of Comp_rebate_value	Total Of Comp_rebate_value
95,856.00	23,580.00
1,665.00	6,150.00
8,817.00	14,221.00
	9,881.00
106,338.00	0.00 53,832.00

830

376