

Complaints Report for 3rd Quarter 2010

Status	Jul '10	Aug '10	Sep '10	Total
Number of complaints received	194	128	179	501
Number of complaints resolved	74	53	94	221
Number of complaints unresolved	120	75	85	280
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	38%	41%	53%	44%
No. of outstanding complaints resolved	259	117	159	535
Total number of complaints resolved	333	170	253	756
Rebate/compensation awarded to customers between Jul 1, 2010 to Sep 30, 2010				\$906,680.00