

**Complaints Report for 3rd Quarter 2012**

<b>Status</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Number of complaints received	381	224	235	840
Number of complaints resolved	197	62	121	380
Number of complaints unresolved	143	160	114	417
Number of complaints withdrawn	41	2	0	43
<b>Resolution rate for complaints received</b>	<b>58%</b>	<b>28%</b>	<b>51%</b>	<b>48%</b>
No. of outstanding complaints resolved	118	95	228	441
Total number of complaints resolved	<b>315</b>	<b>157</b>	<b>349</b>	<b>821</b>
<b>Rebate/Compensation Awarded to Customers for the 3rd Quarter 2012</b>				<b>\$77,413.00</b>
