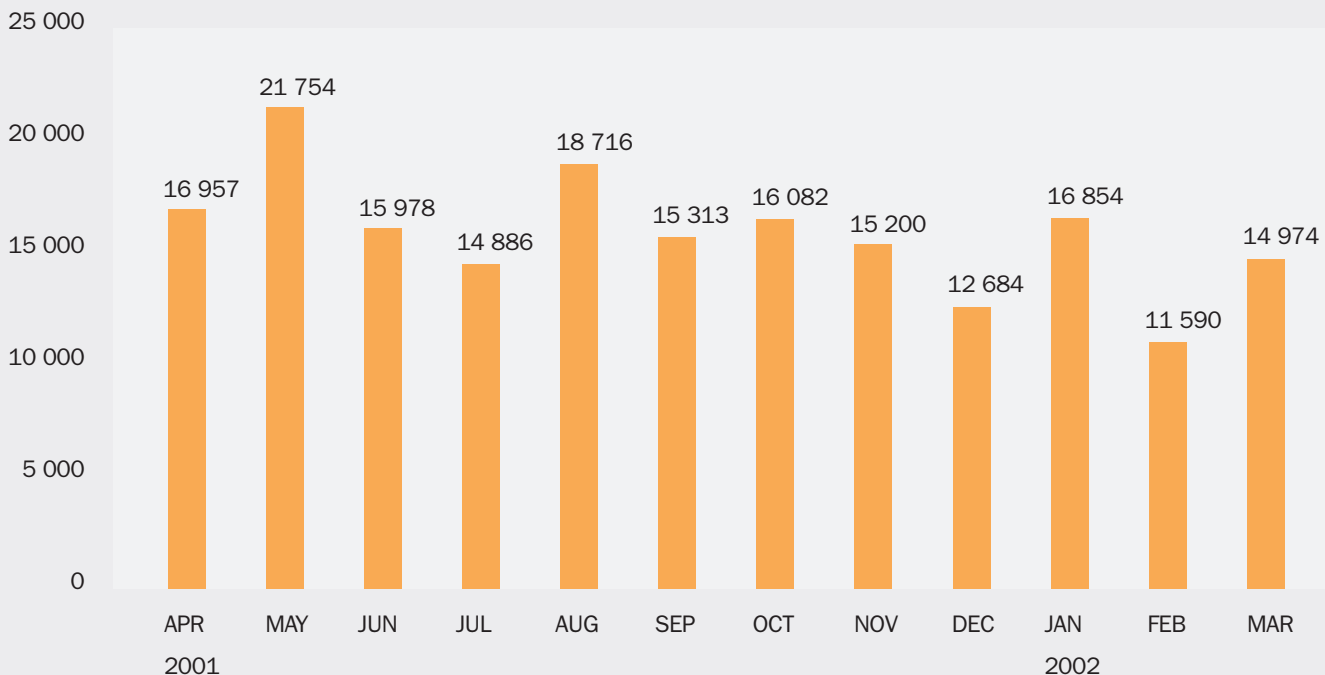


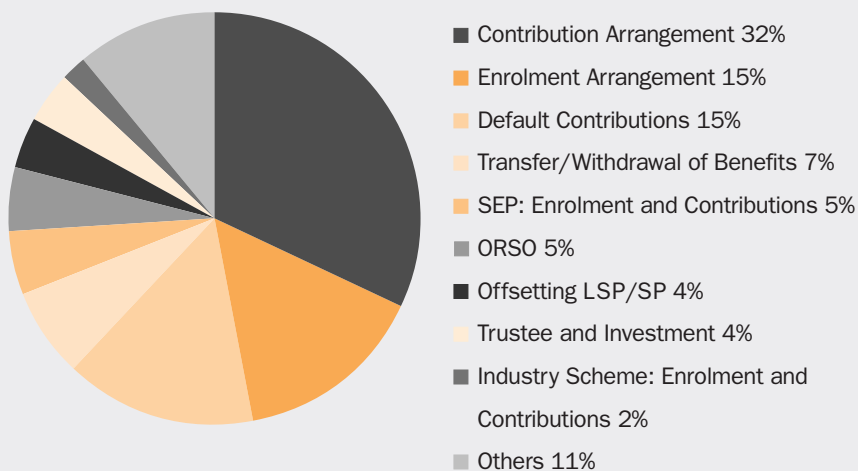
Part D: Enquiries and Complaints

1. Enquiries Received by Month I.4.2001-3I.3.2002

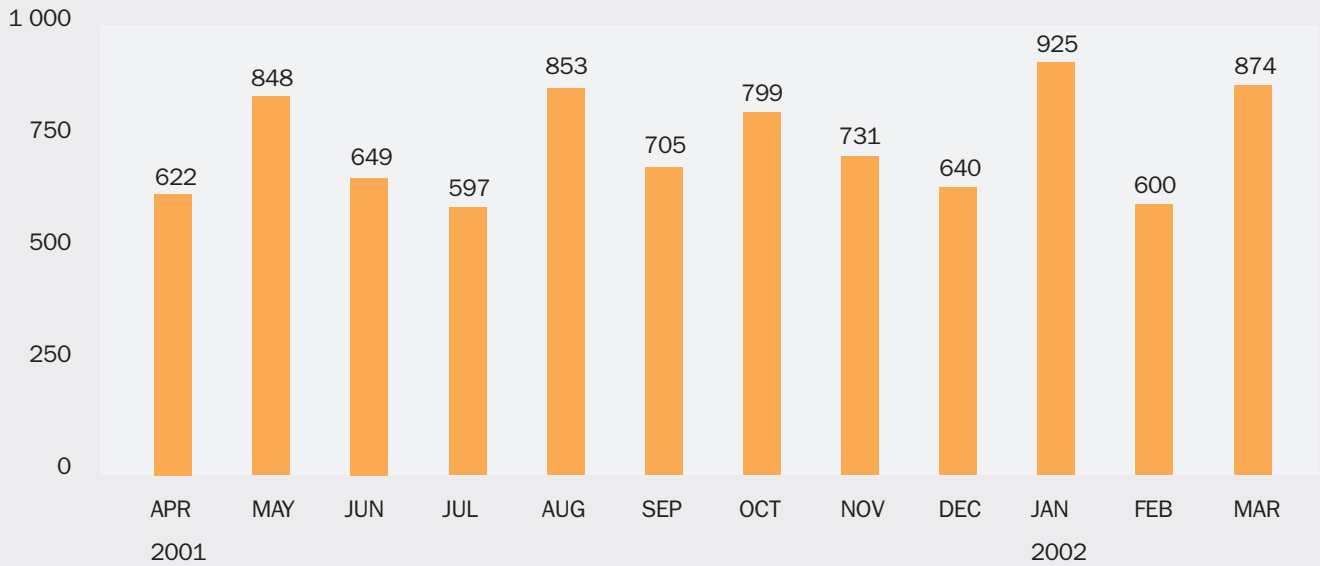


Mode of Enquiry	APR 2001	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN 2002	FEB	MAR	Total
Phone	16 738	21 506	15 729	14 681	18 476	15 131	15 852	14 970	12 517	16 667	11 432	14 777	188 467
Written	181	199	198	149	196	123	120	139	121	117	97	129	1 769
Walk-in	38	49	51	56	53	59	110	91	46	70	61	68	752
Total	16 957	21 754	15 978	14 886	18 716	15 313	16 082	15 200	12 684	16 854	11 590	14 974	190 988

2. Enquiries Received by Nature I.4.2001-3I.3.2002

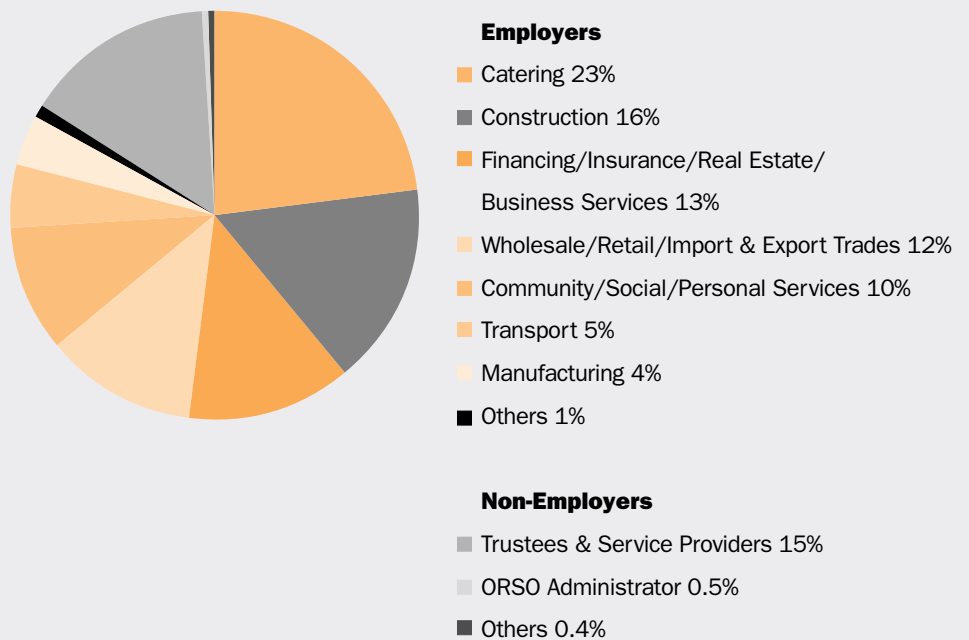


3. Complaints Received by Month I.4.2001-3I.3.2002

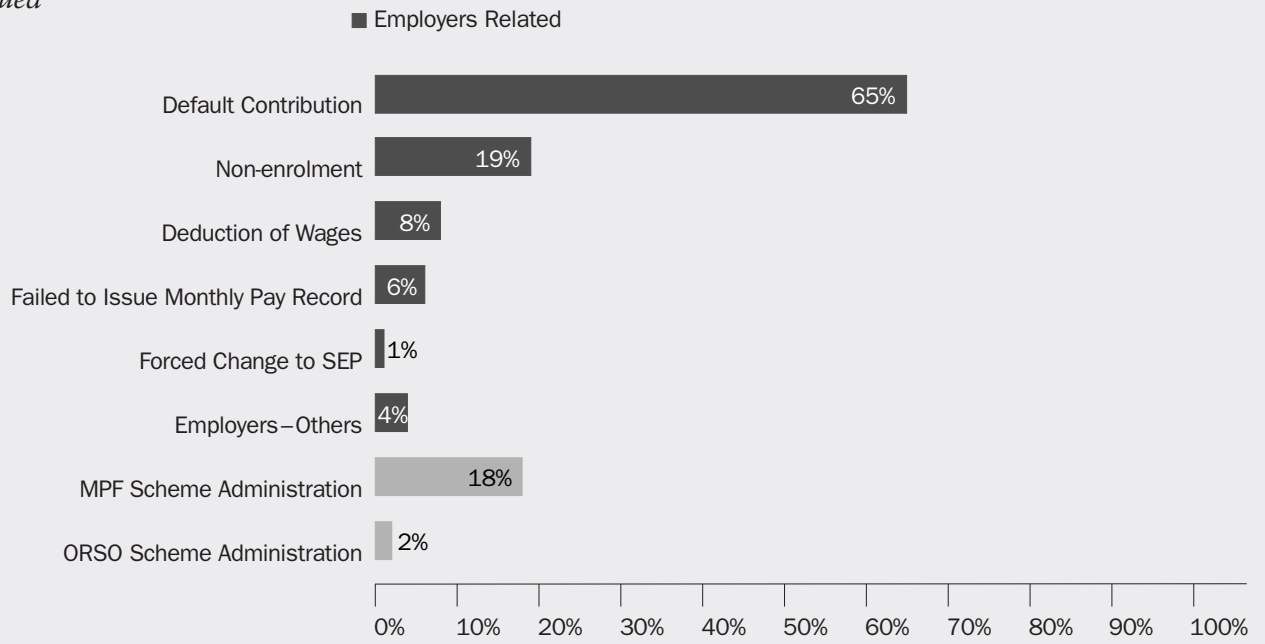


Mode of Complaint	APR 2001	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN 2002	FEB	MAR	Total
Phone	578	772	576	533	761	649	708	653	576	865	524	788	7 893
Written	14	38	39	28	42	26	25	24	25	29	15	28	333
Walk-in	30	38	34	36	50	30	66	54	39	31	61	58	527
Total	622	848	649	597	853	705	799	731	640	925	600	874	8 843

4. Complaints Received by Target I.4.2001-3I.3.2002



5. Complaints Received by Nature* I.4.2001-3I.3.2002



* Multiple selection of complaint categories allowed.