

THE BIG PICTURE

JANUARY - MARCH 2018

Compared to last quarter:

CASES **+4%**

ENQUIRIES **+20%**

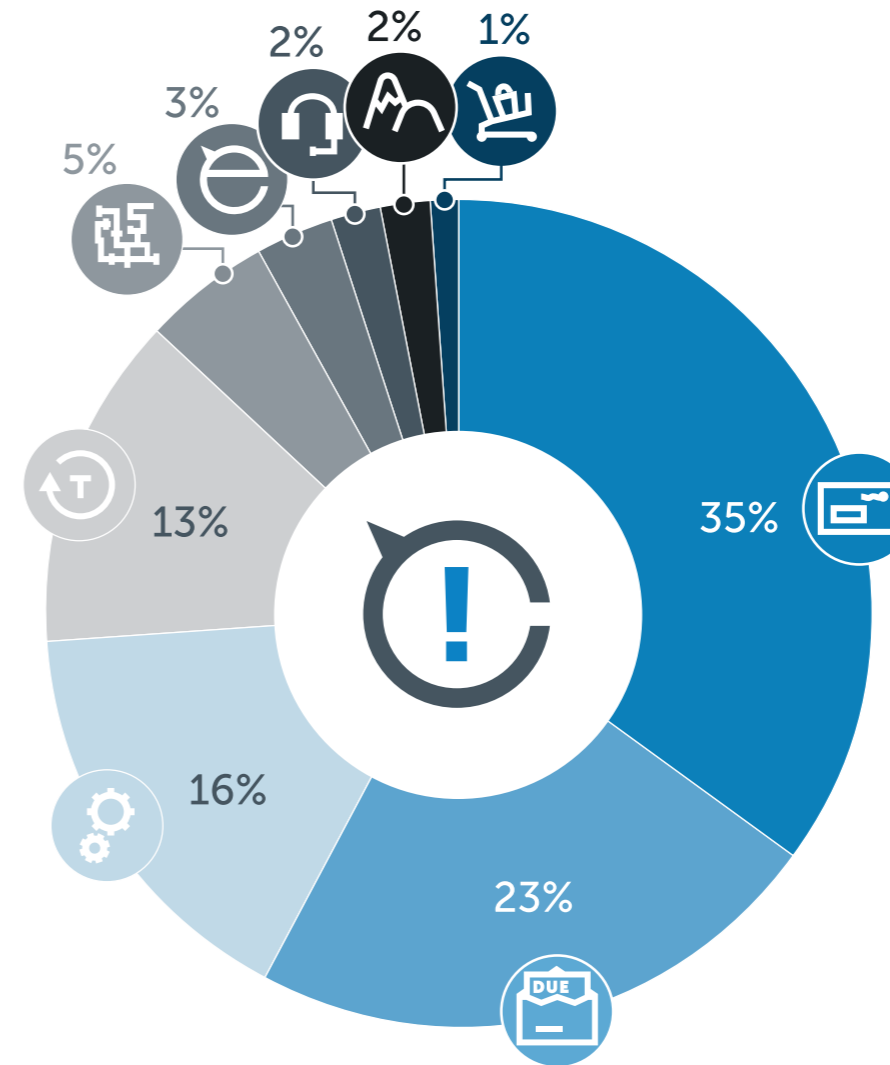
UNASSISTED REFERRALS **+3%**

ASSISTED REFERRALS **+5%**

INVESTIGATIONS **-3%**



The issues customers complained about



Compared to last quarter:

BILLING 3,120 cases **-9%**

CREDIT 2,068 cases **+3%**

PROVISION 1,413 cases **+19%**

TRANSFER 1,146 cases **+14%**

SUPPLY 413 cases **+60%**

GENERAL ENQUIRY 227 cases **-2%**

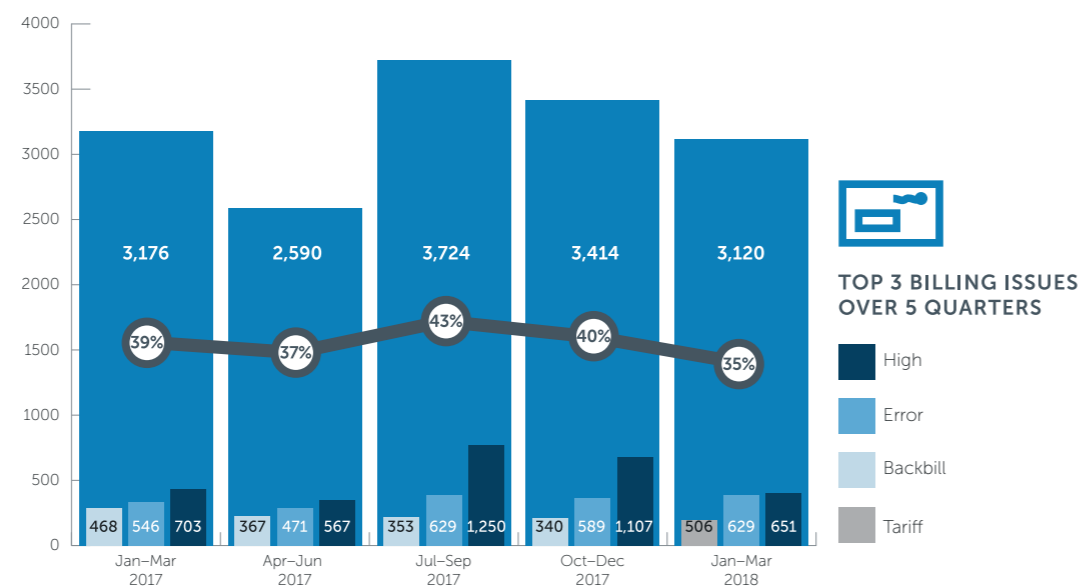
CUSTOMER SERVICE 207 cases **+53%**

LAND 158 cases **+39%**

MARKETING 121 cases **-25%**

Billing cases

Number of Billing cases % of overall cases



Credit cases

Number of Credit cases % of overall cases

