

# THE BIG PICTURE

JANUARY - MARCH 2019

Compared to last quarter:

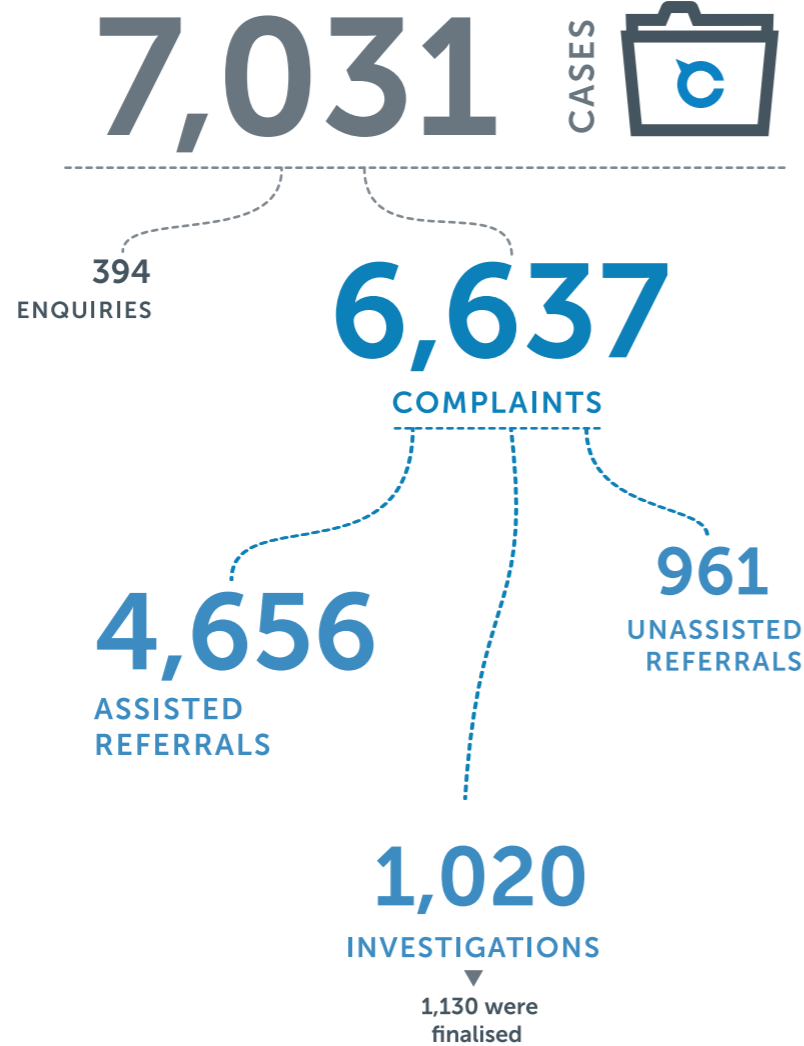
CASES  
▼ 17%

ENQUIRIES  
▼ 21%

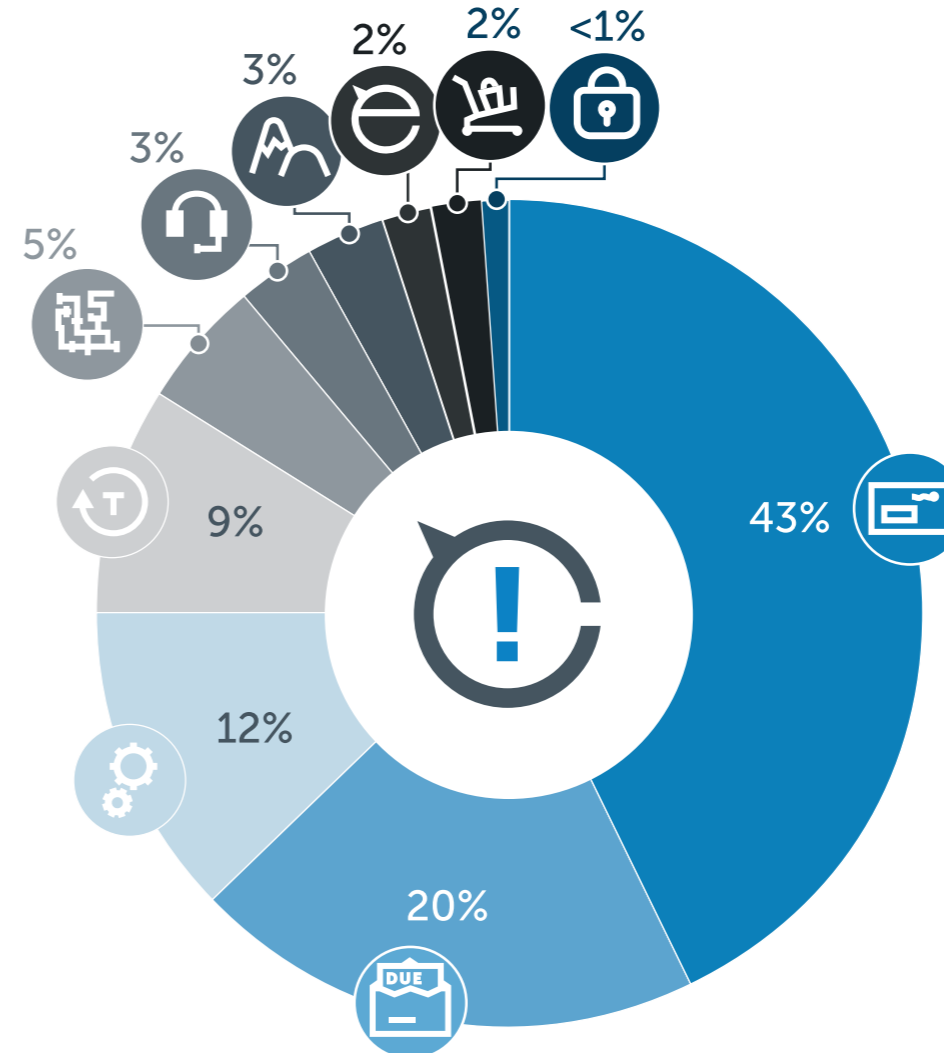
UNASSISTED REFERRALS  
▼ 2%

ASSISTED REFERRALS  
▼ 18%

INVESTIGATIONS  
▼ 24%



The issues customers complained about



Compared to last quarter:

BILLING  
3,026 cases  
▼ 23%

CREDIT  
1,401 cases  
▼ 12%

PROVISION  
867 cases  
▼ 21%

TRANSFER  
659 cases  
▼ 21%

SUPPLY  
369 cases  
▲ 29%

CUSTOMER SERVICE  
202 cases  
▲ 13%

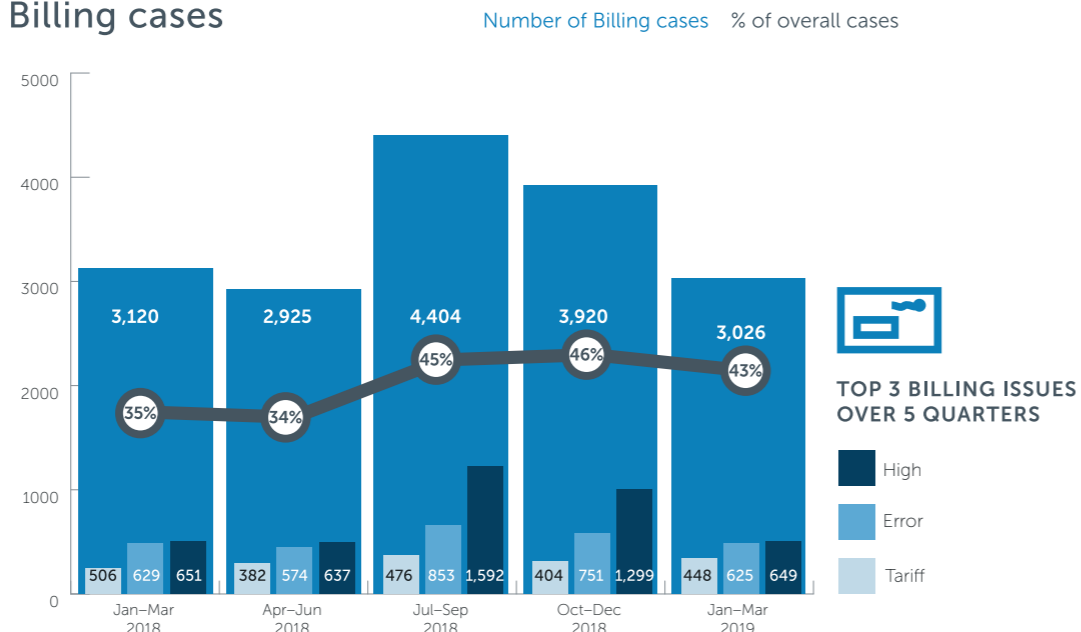
LAND  
198 cases  
▲ 16%

GENERAL ENQUIRY  
169 cases  
▼ 26%

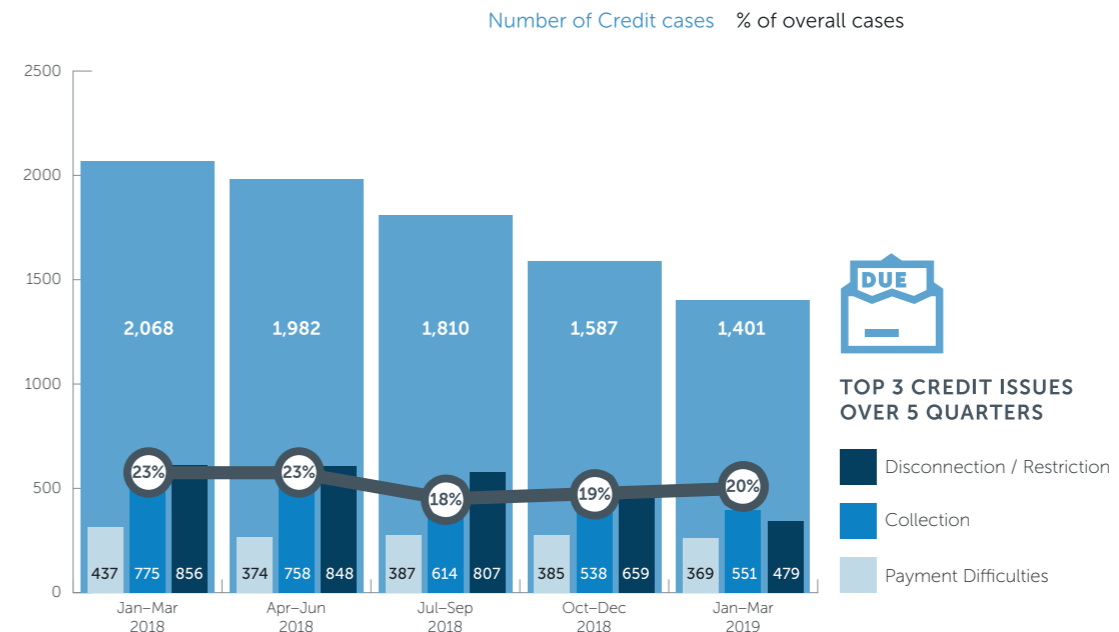
MARKETING  
114 cases  
▼ 30%

PRIVACY\*  
26 cases  
▼ 13%

## Billing cases



## Credit cases



\* Privacy is now a standalone high-level issues category. The main privacy sub-issues are 'details released', 'details requested by provider', 'details obtained without consent' and 'disclosure refused by provider'.