

THE BIG PICTURE

APRIL - JUNE 2019

Compared to last quarter:

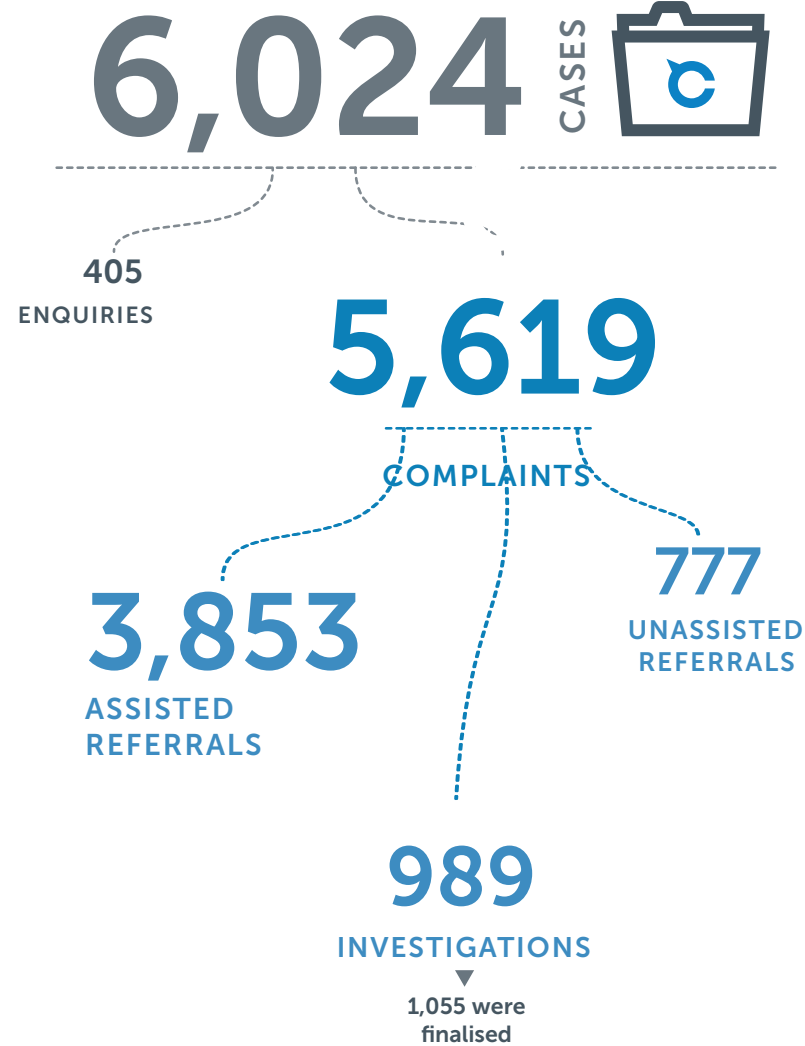
CASES
▼ 14%

ENQUIRIES
▲ 3%

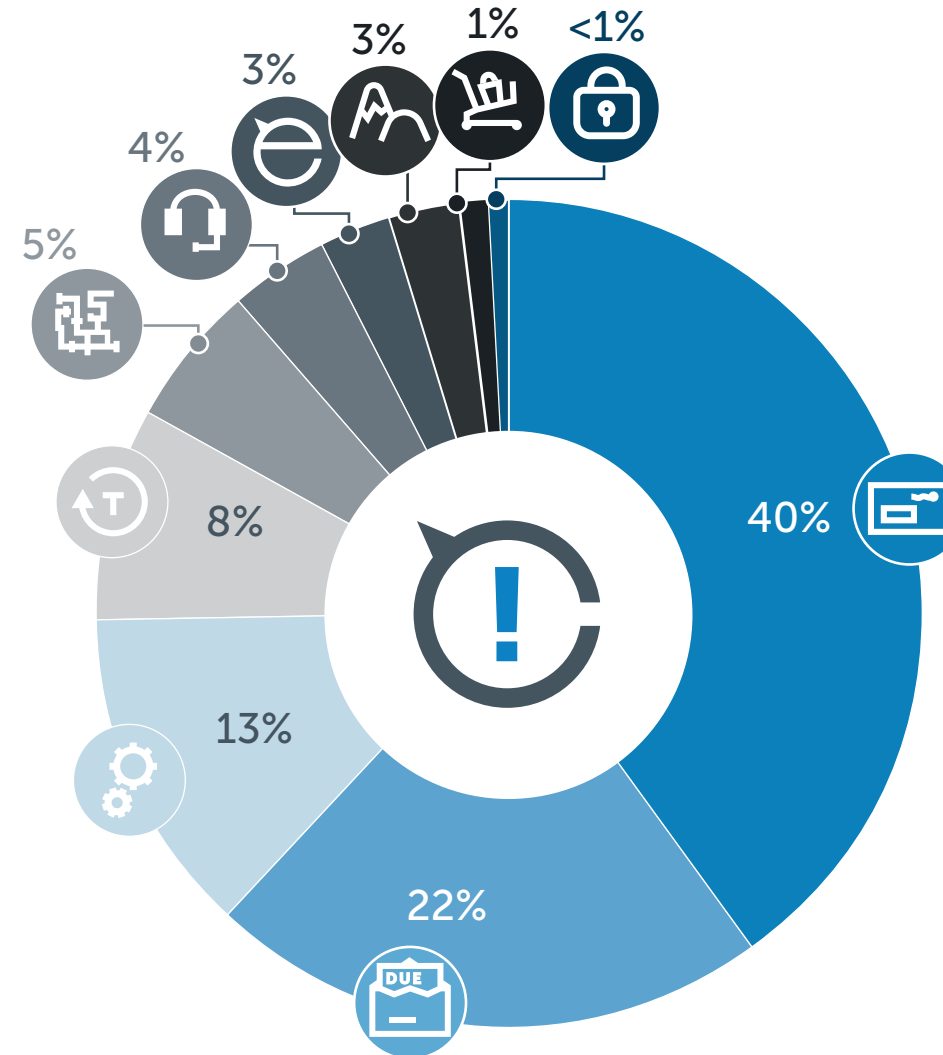
UNASSISTED REFERRALS
▼ 19%

ASSISTED REFERRALS
▼ 17%

INVESTIGATIONS
▼ 3%



The issues customers complained about



Compared to last quarter:

BILLING
2,413 cases
▼ 20%

CREDIT
1,329 cases
▼ 5%

PROVISION
770 cases
▼ 11%

TRANSFER
505 cases
▼ 23%

SUPPLY
330 cases
▼ 11%

CUSTOMER SERVICE
229 cases
▲ 13%

GENERAL ENQUIRY
169 cases
NO CHANGE

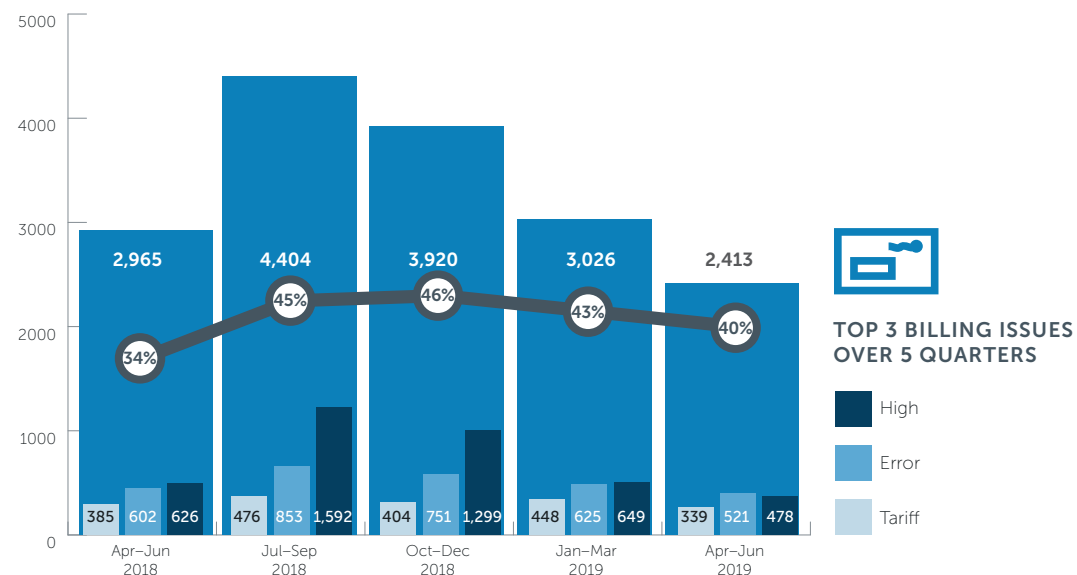
LAND
165 cases
▼ 17%

MARKETING
78 cases
▼ 32%

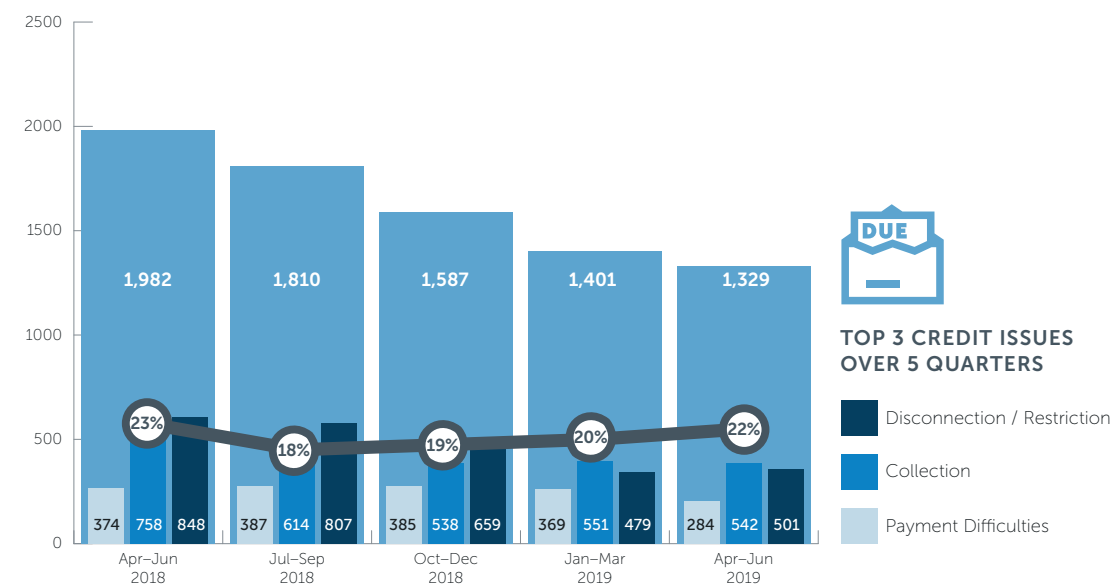
PRIVACY*
36 cases
▲ 38%

Billing cases

Number of Billing cases % of overall cases



Number of Credit cases % of overall 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'.