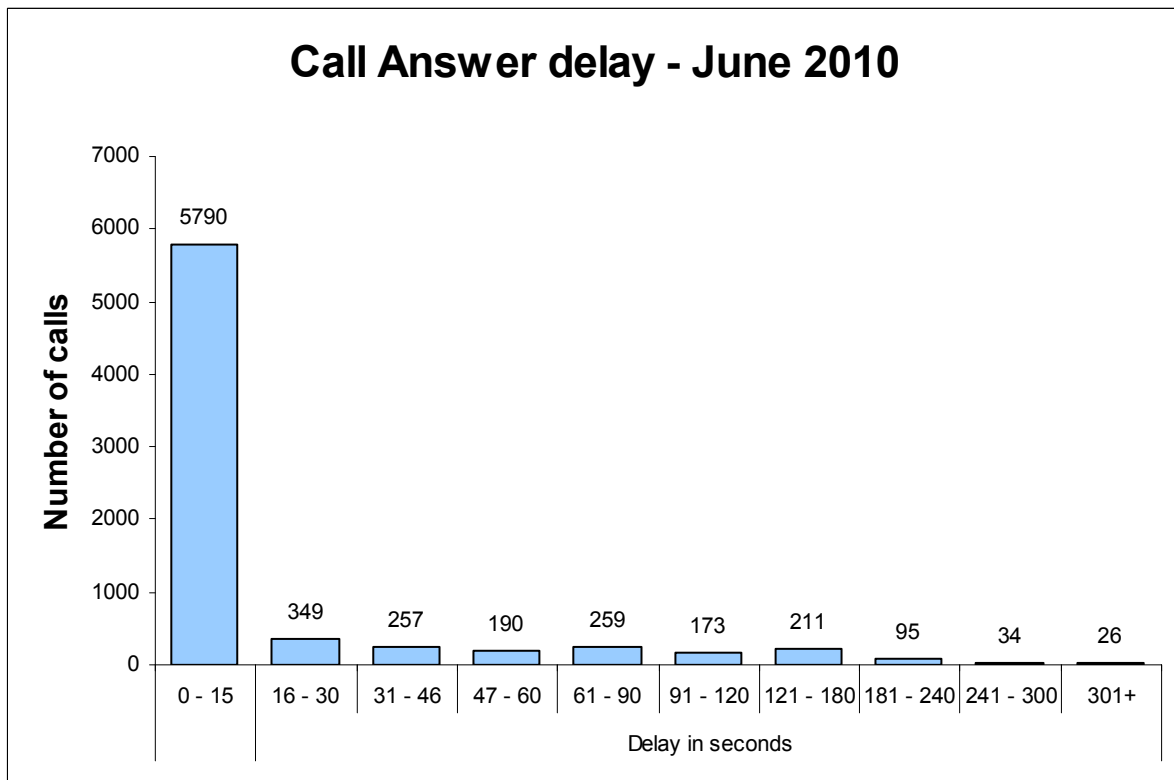
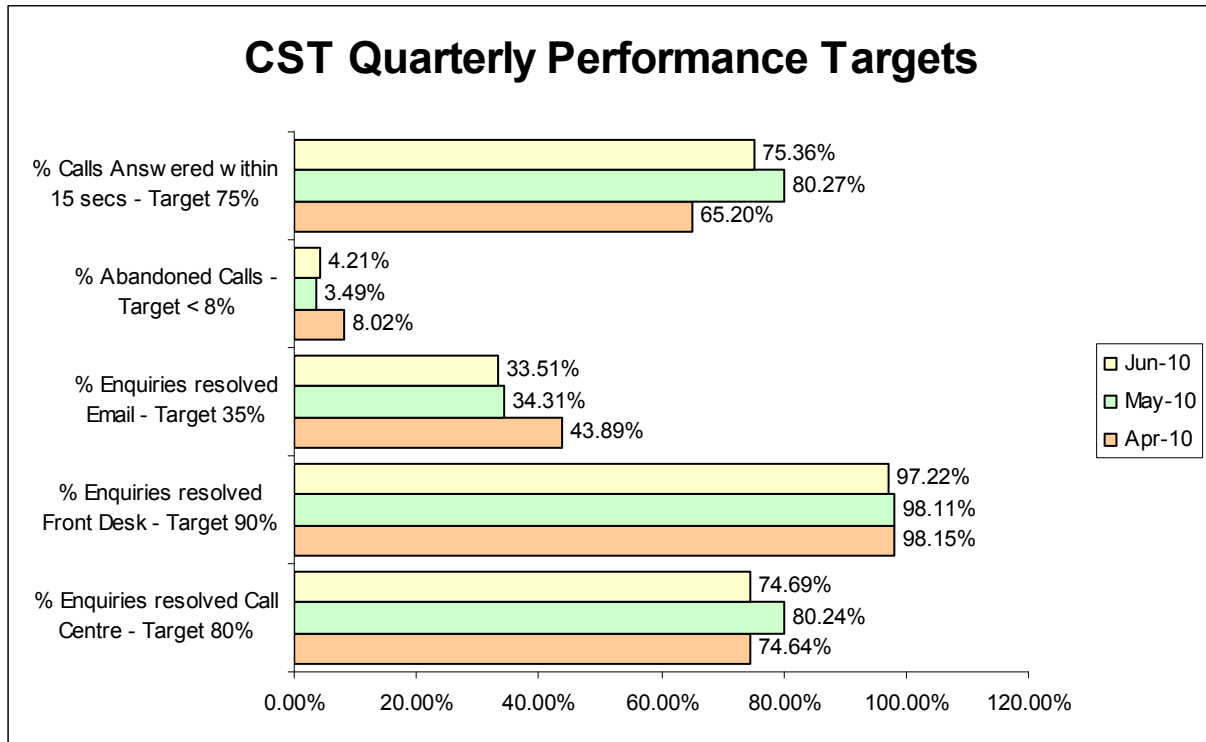
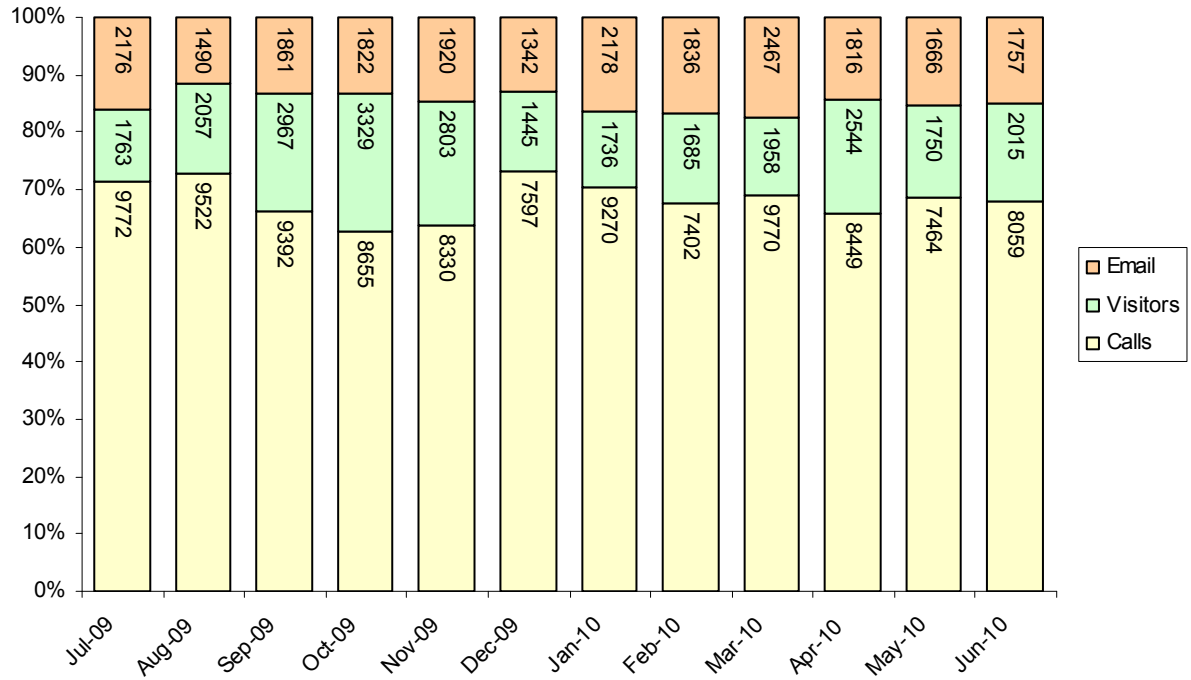


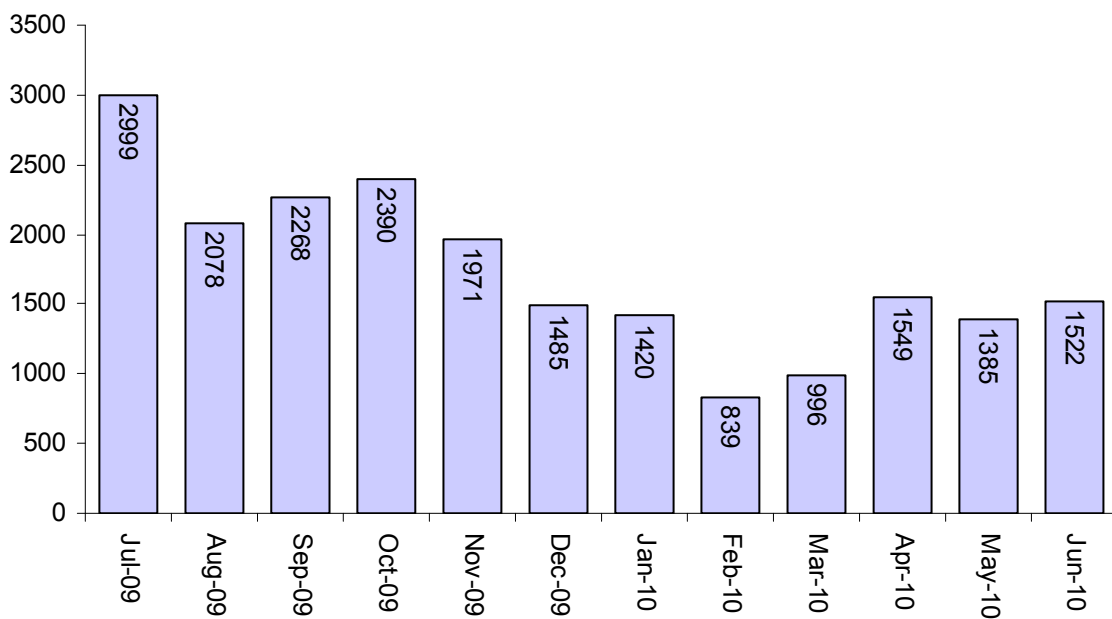
## Customer Service Performance Targets















## Volume Comparison



## Total Payment Volumes



## GovMetric Summary

				Overall Rating
<b>Face to Face</b>				
No. Of respondents	208	22	23	
%age of respondents	82%	9%	9%	<hr/> <b>Good</b> <hr/>
				Overall Rating
<b>Telephone</b>				
No. Of respondents	150	10	1	
%age of respondents	93%	6%	1%	<hr/> <b>Good</b> <hr/>
				Overall Rating
<b>Web</b>				
No. Of respondents	320	76	224	
%age of respondents	52%	12%	36%	<hr/> <b>Average</b> <hr/>