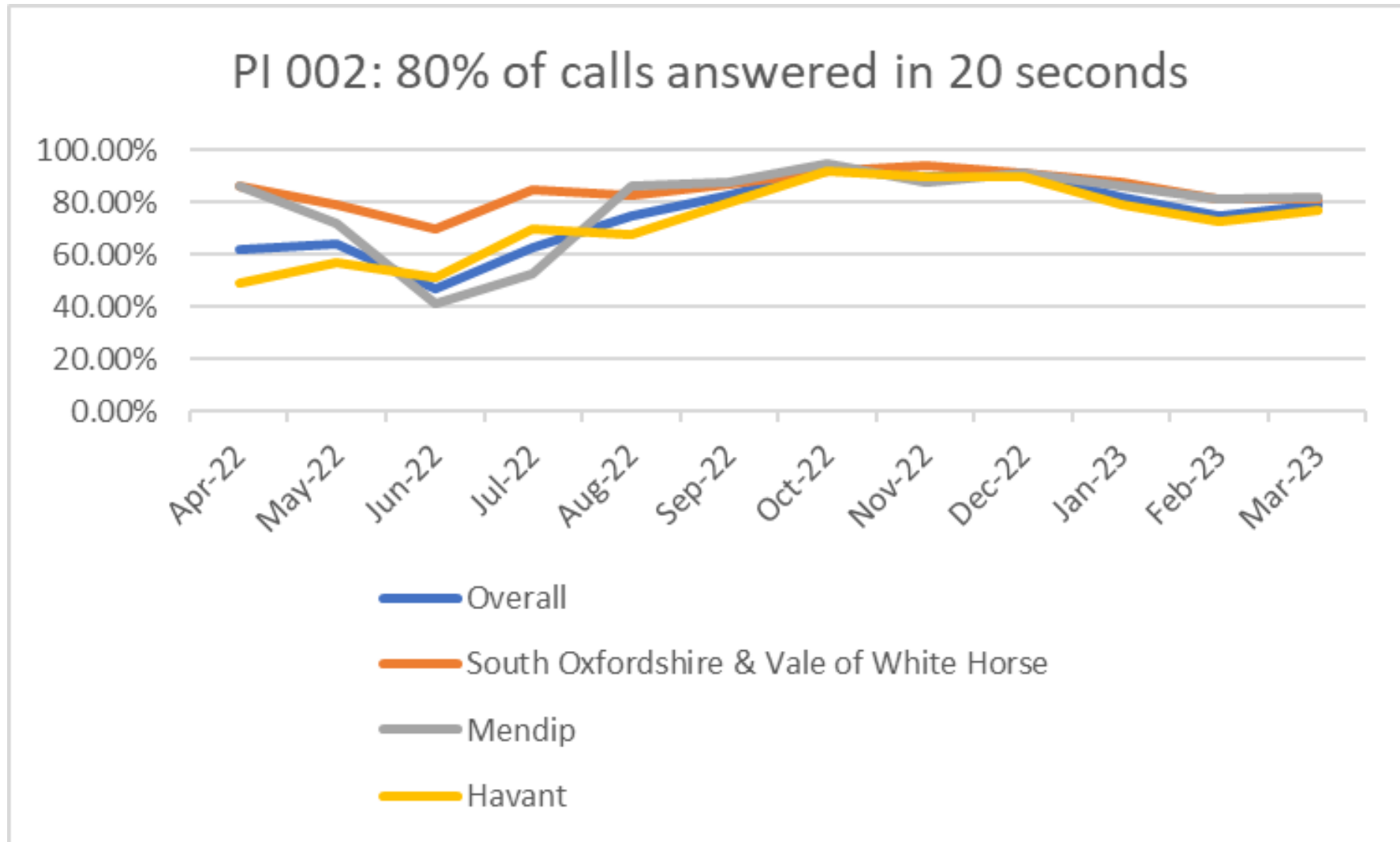
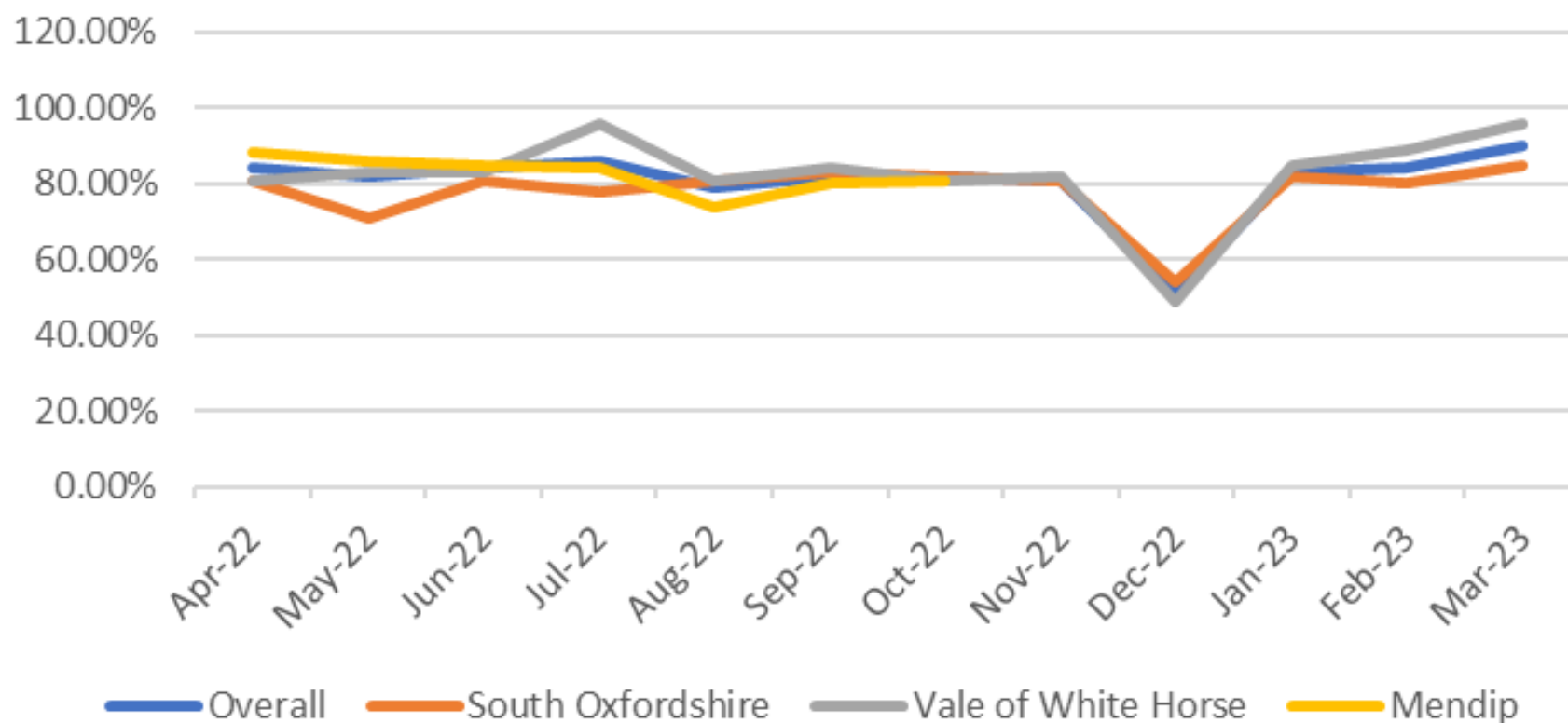


Customer Services performance – graphical illustration



PI 003: 80% of calls answered in 50 seconds out of hours



PI 004: % CT and Benefit calls answered in 20 seconds

