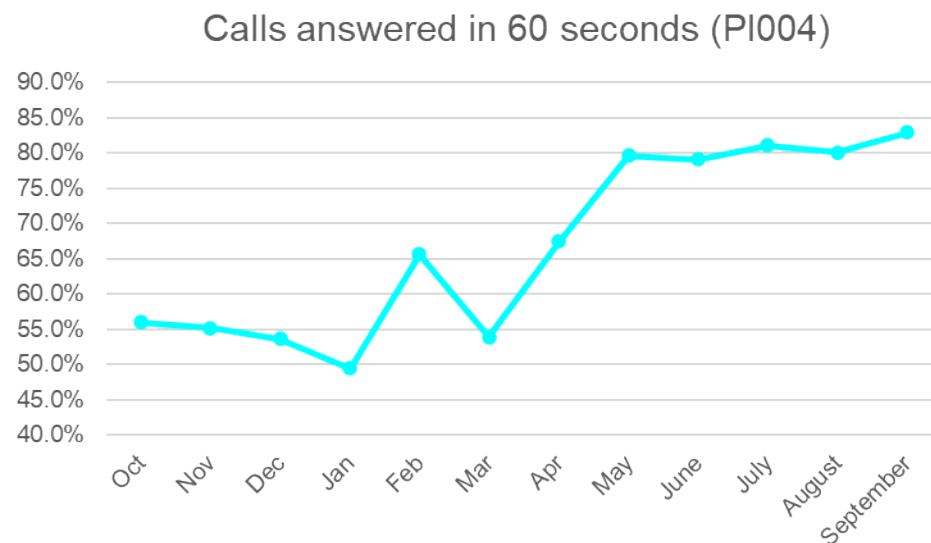
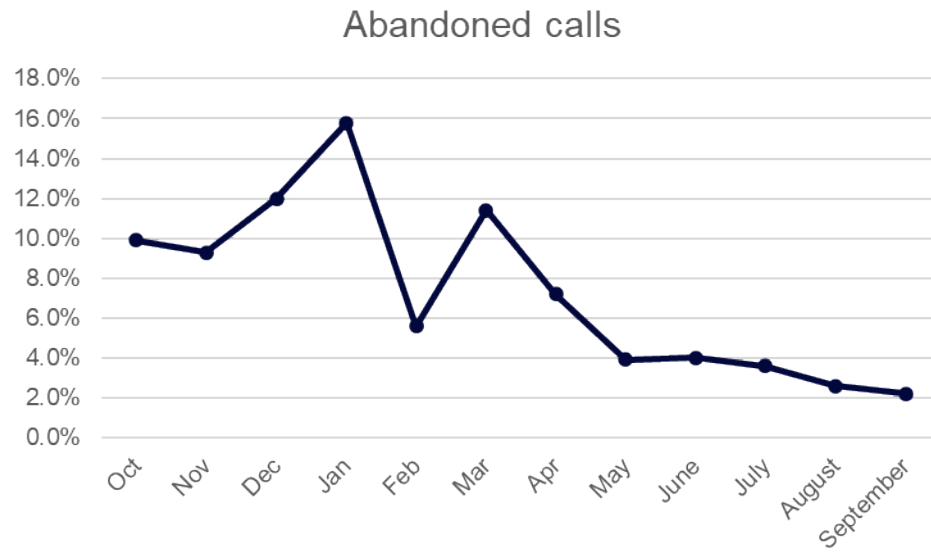


### Customer Service Graphs

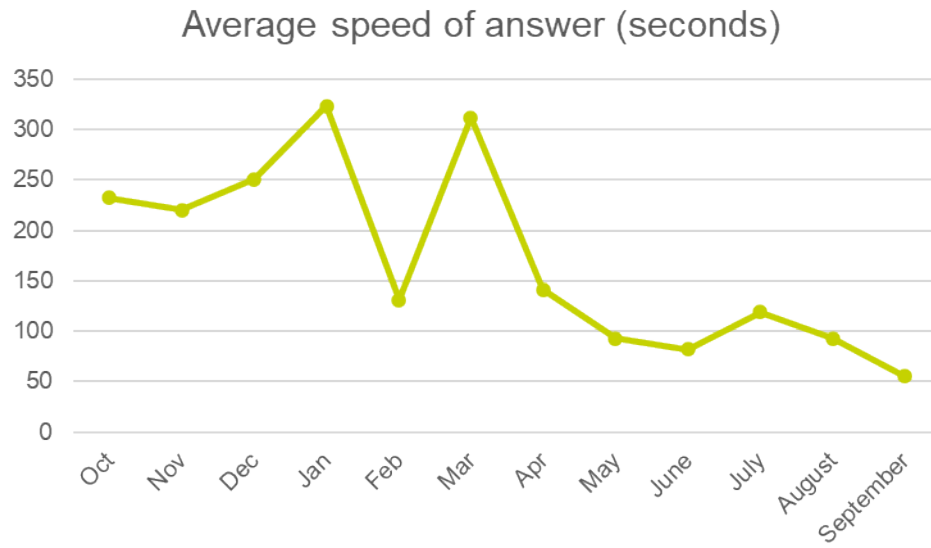
The below graphic details the percent of all revenues and benefits calls answered within 60 seconds. There has been a sustained improvement over the course of this year.



The below graphic shows the percent of calls to the contact centre abandoned by customers. This has fallen from 12% in March to 2% in September.



The below graphic shows the average time it takes for a customer to have their call answered. This has fallen from 5 minutes in March to just 1 minute in September.



The below graphic shows the number of calls answered in 1 minute, 3, 5 and up to 10 minutes. It also shows the longest and average wait time in September.

