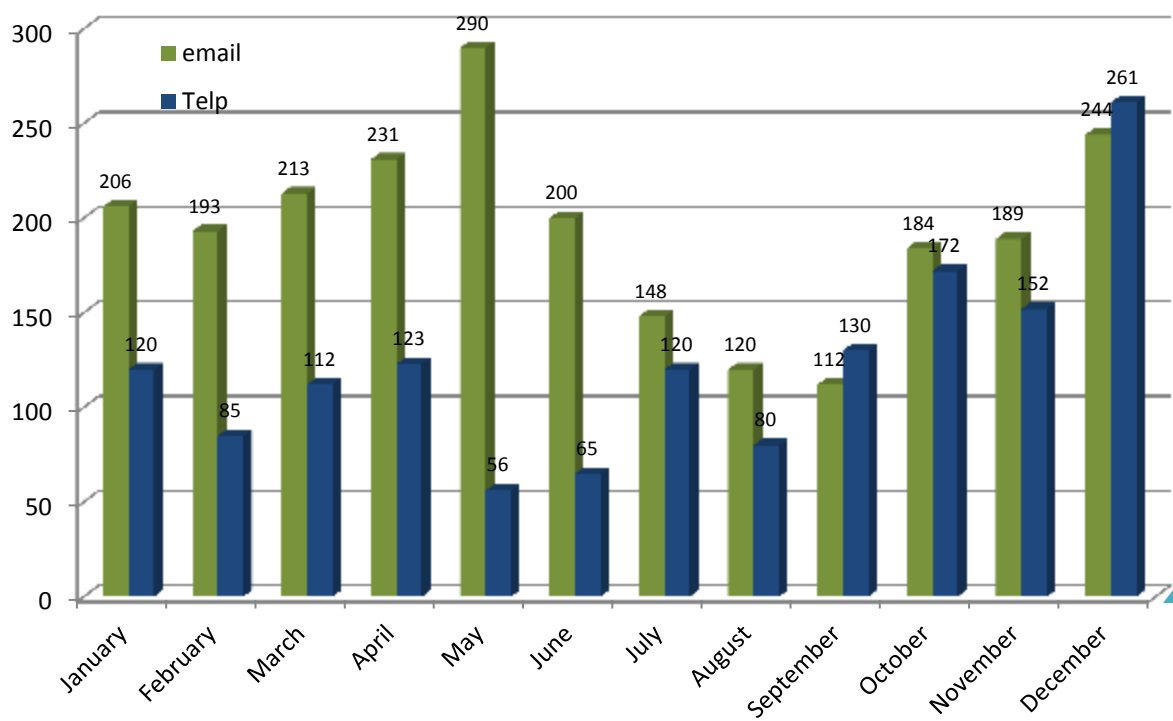




Emails & Calls | January – December 2012



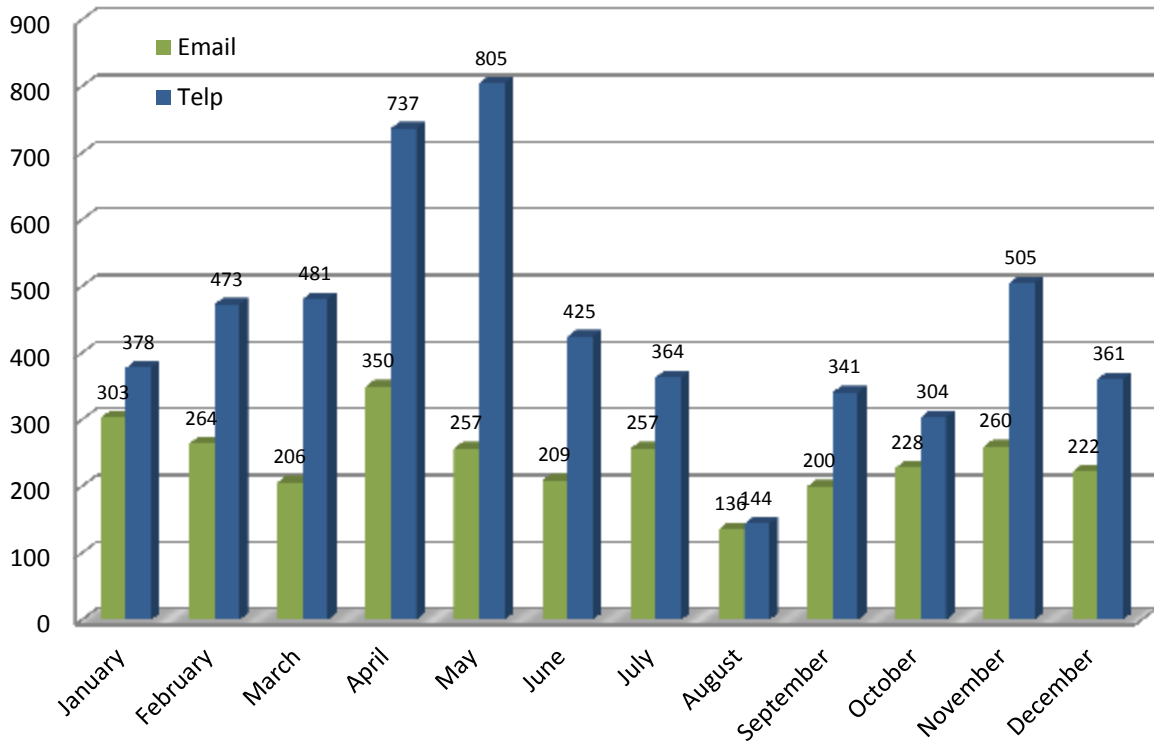
2012	Email	Phone
January	206	120
February	193	85
March	213	112
April	132	123
May	290	56
June	200	65
July	148	120
August	120	80
September	112	130
October	184	172
November	189	152
December	244	261

Total number of
Emails
2,330

Total number of
Calls
1,476



Emails & Calls | January – December 2013



2013	Email	Phone
January	303	378
February	264	473
March	206	481
April	350	737
May	257	805
June	209	425
July	257	364
August	136	144
September	200	341
October	228	304
November	260	505
December	222	361

Total number of
Emails
2,892



Total number of
Calls
5,318