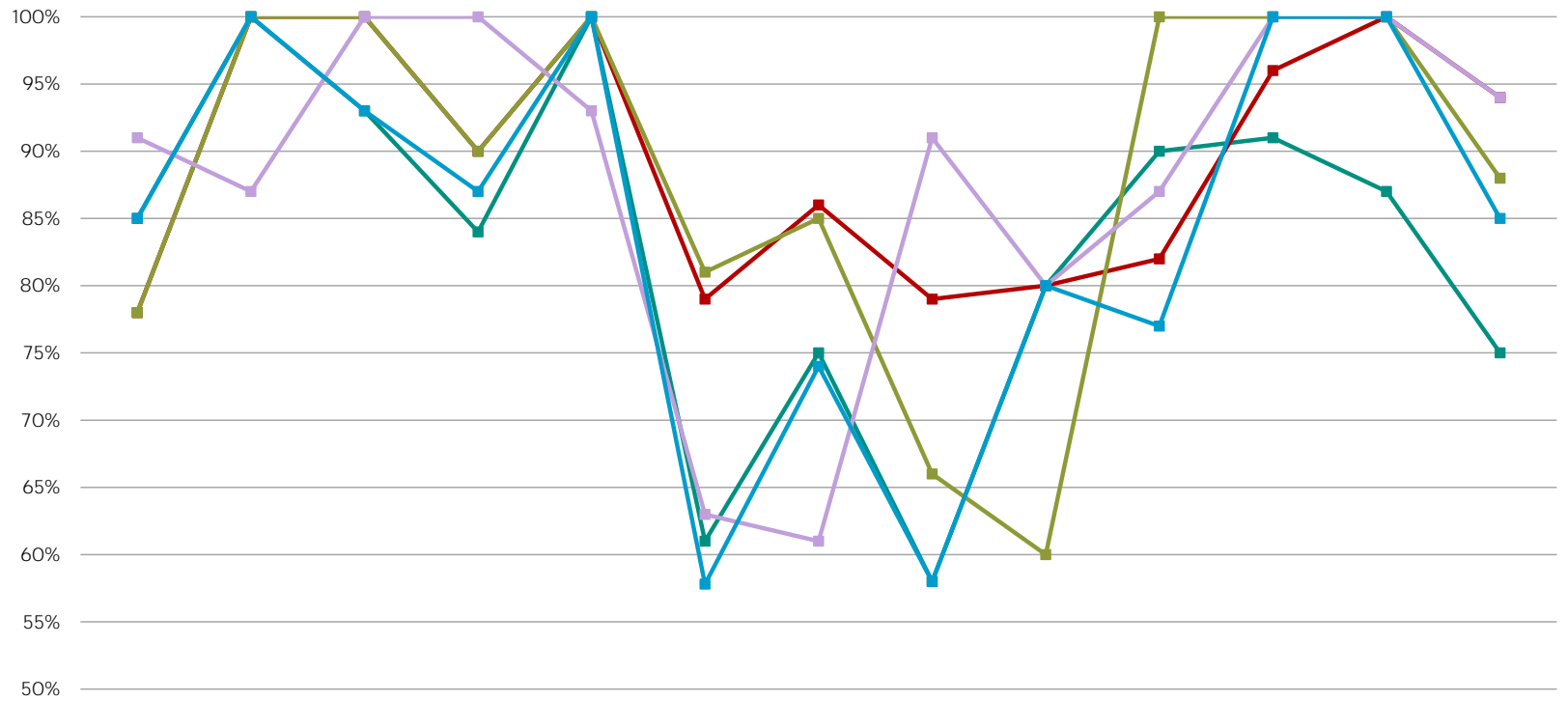




Customer Satisfaction Survey



	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
Resolved	85%	100%	93%	84%	100%	61%	75%	58%	80%	90%	91%	87%	75%
Contact	78%	100%	100%	90%	100%	79%	86%	79%	80%	82%	96%	100%	94%
Attitude	78%	100%	100%	90%	100%	81%	85%	66%	60%	100%	100%	100%	88%
Timeliness	91%	87%	100%	100%	93%	63%	61%	91%	80%	87%	100%	100%	94%
Overall Satisfaction	85%	100%	93%	87%	100%	58%	74%	58%	80%	77%	100%	100%	85%