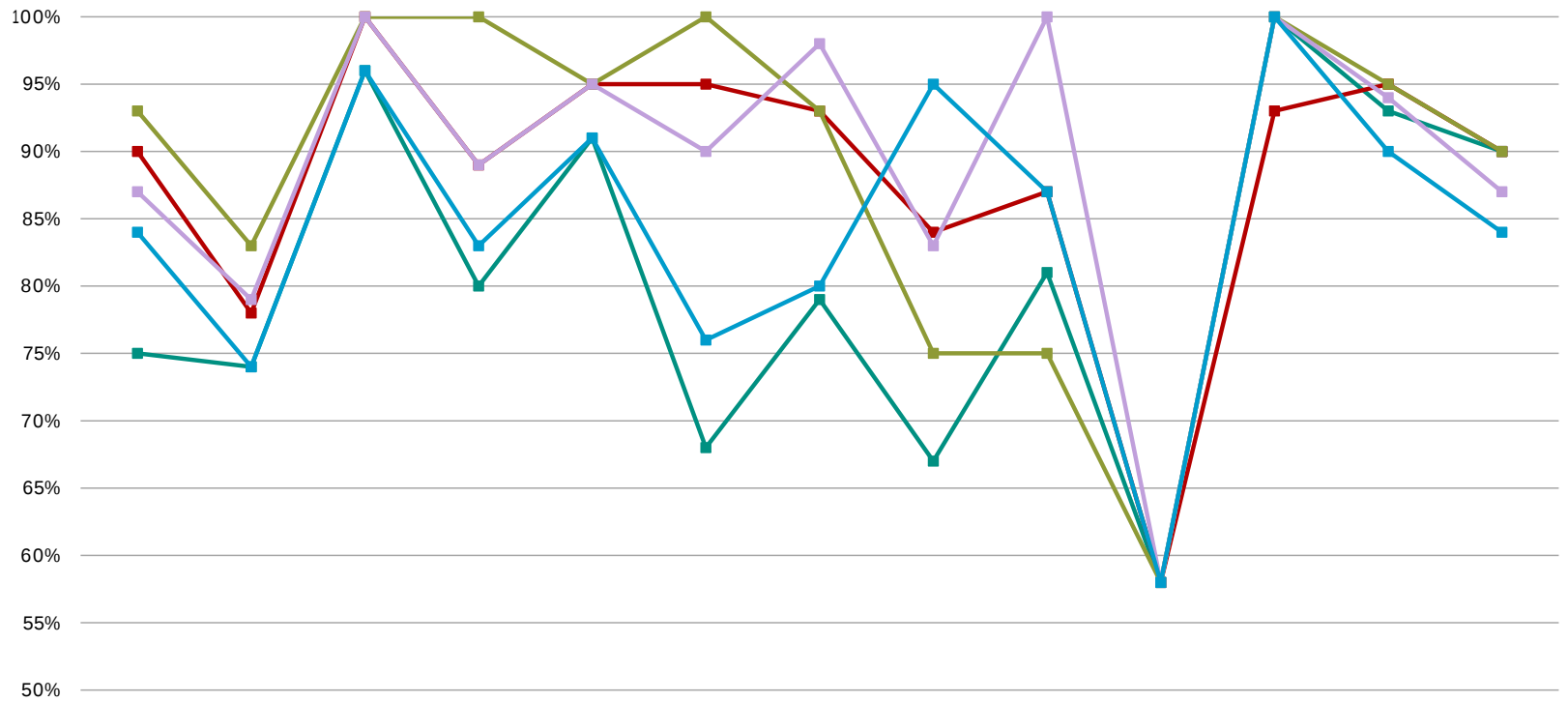




## Customer Satisfaction Survey



|                      | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Feb-25 | Mar-25 | Apr-25 | May-25 | Jun-25 | Jul-25 | Aug-25 | Sep-25 |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Resolved             | 75%    | 74%    | 96%    | 80%    | 91%    | 68%    | 79%    | 67%    | 81%    | 58%    | 100%   | 93%    | 90%    |
| Contact              | 90%    | 78%    | 100%   | 89%    | 95%    | 95%    | 93%    | 84%    | 87%    | 58%    | 93%    | 95%    | 90%    |
| Attitude             | 93%    | 83%    | 100%   | 100%   | 95%    | 100%   | 93%    | 75%    | 75%    | 58%    | 100%   | 95%    | 90%    |
| Timeliness           | 87%    | 79%    | 100%   | 89%    | 95%    | 90%    | 98%    | 83%    | 100%   | 58%    | 100%   | 94%    | 87%    |
| Overall Satisfaction | 84%    | 74%    | 96%    | 83%    | 91%    | 76%    | 80%    | 95%    | 87%    | 58%    | 100%   | 90%    | 84%    |