

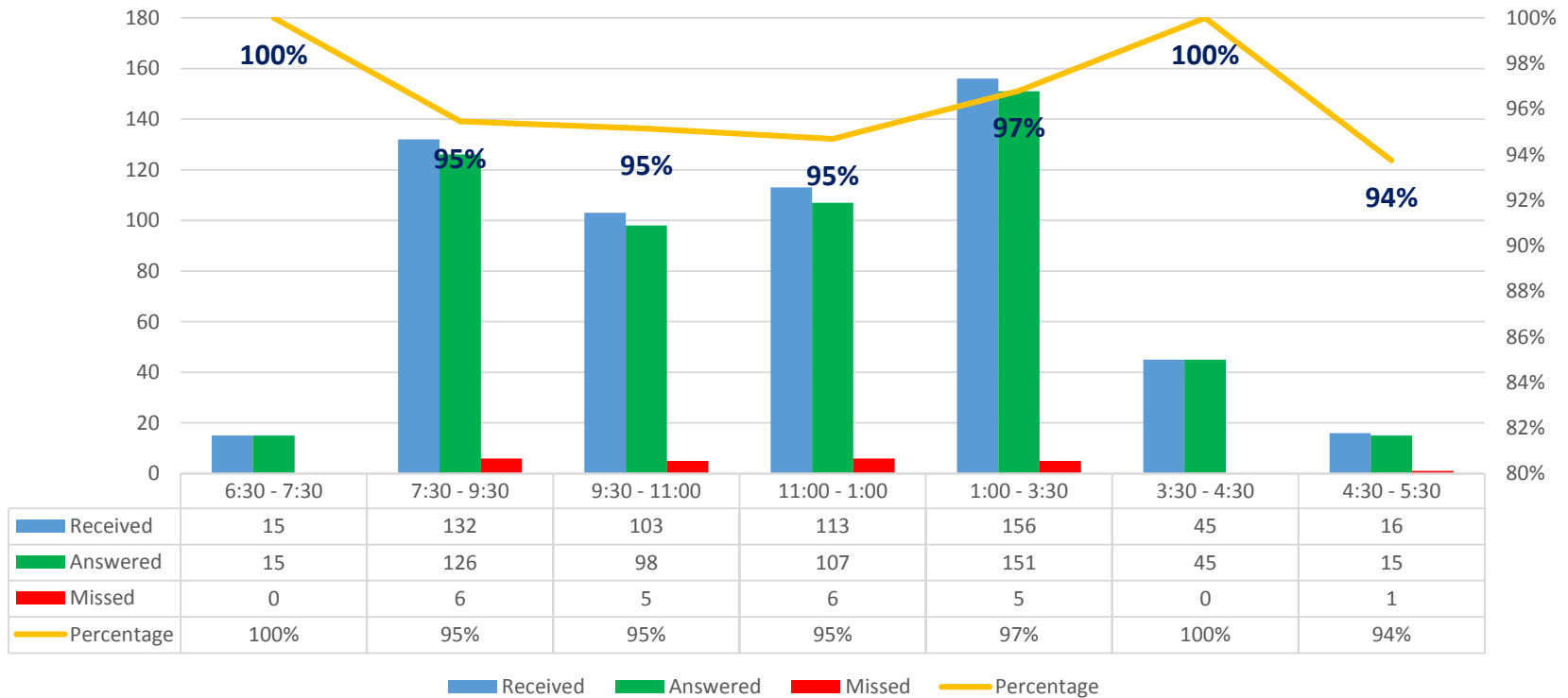


Team Project Status

Customer Care Center

Customer Care Center Call Analysis

Weekly Review - Week Ending July 24, 2015



96% of the received calls were answered this week. Our Customer Care Center team continues to work together to find new ways to meet the needs of our customers.