

| Case No. | Number of Complaints |     |     |     |     |     |     |     |     |     | Number of Justified Complaints |     |     |     |     |     |     |     |     |     |
|----------|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|          | 107                  | 108 | 109 | 110 | 111 | 112 | 113 | 114 | 115 | 116 | 107                            | 108 | 109 | 110 | 111 | 112 | 113 | 114 | 115 | 116 |
| 10061    |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |
| 40       |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |
| P 100    |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |
| 540      |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |
| 541      |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |
| 780      |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |
| 781      |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |
| 582      |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |
| 100      |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |
| 102      |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |
| 708      |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |
| TOTALS   |                      |     |     |     |     |     |     |     |     |     |                                |     |     |     |     |     |     |     |     |     |

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