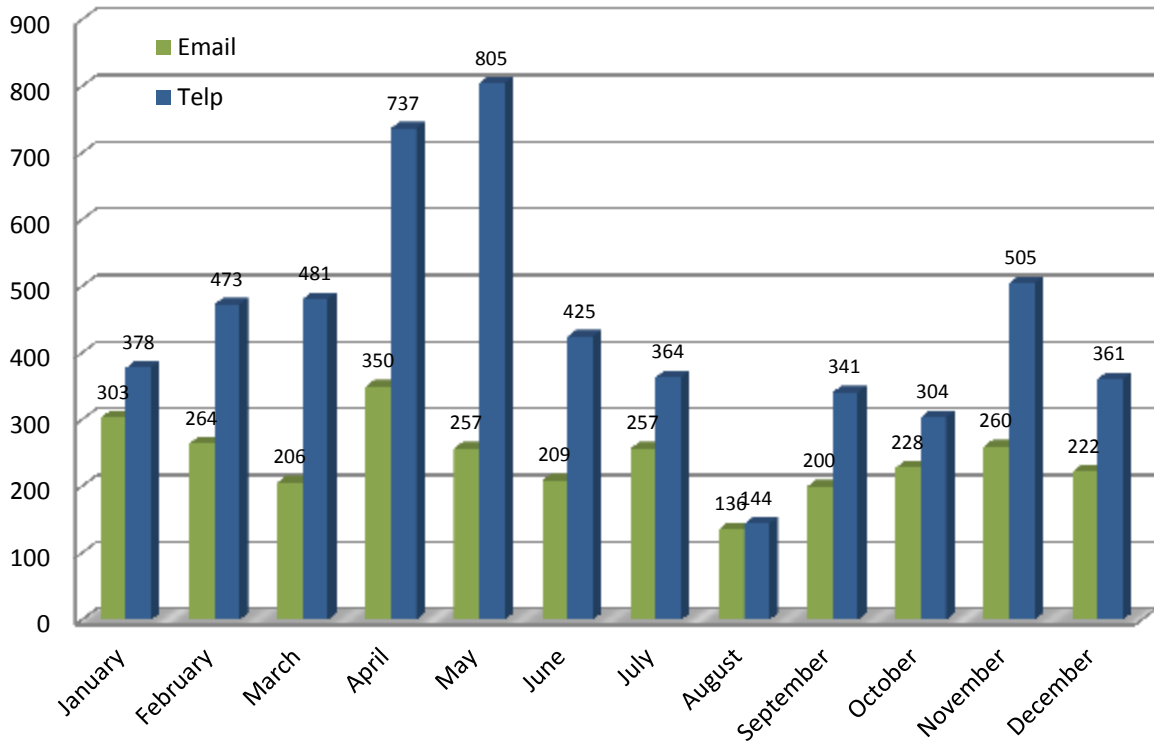




Emails & Calls | January – December 2013



| 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