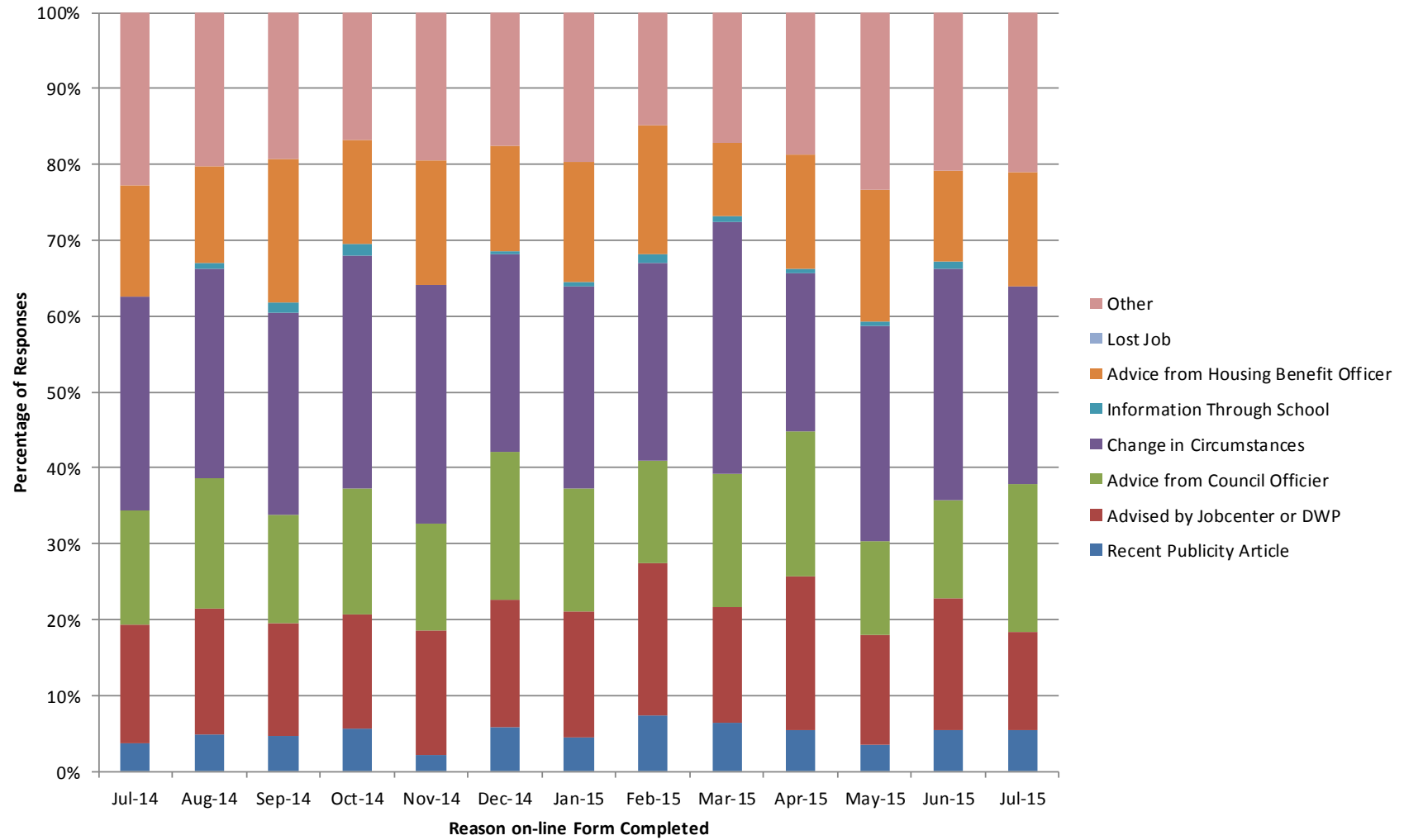
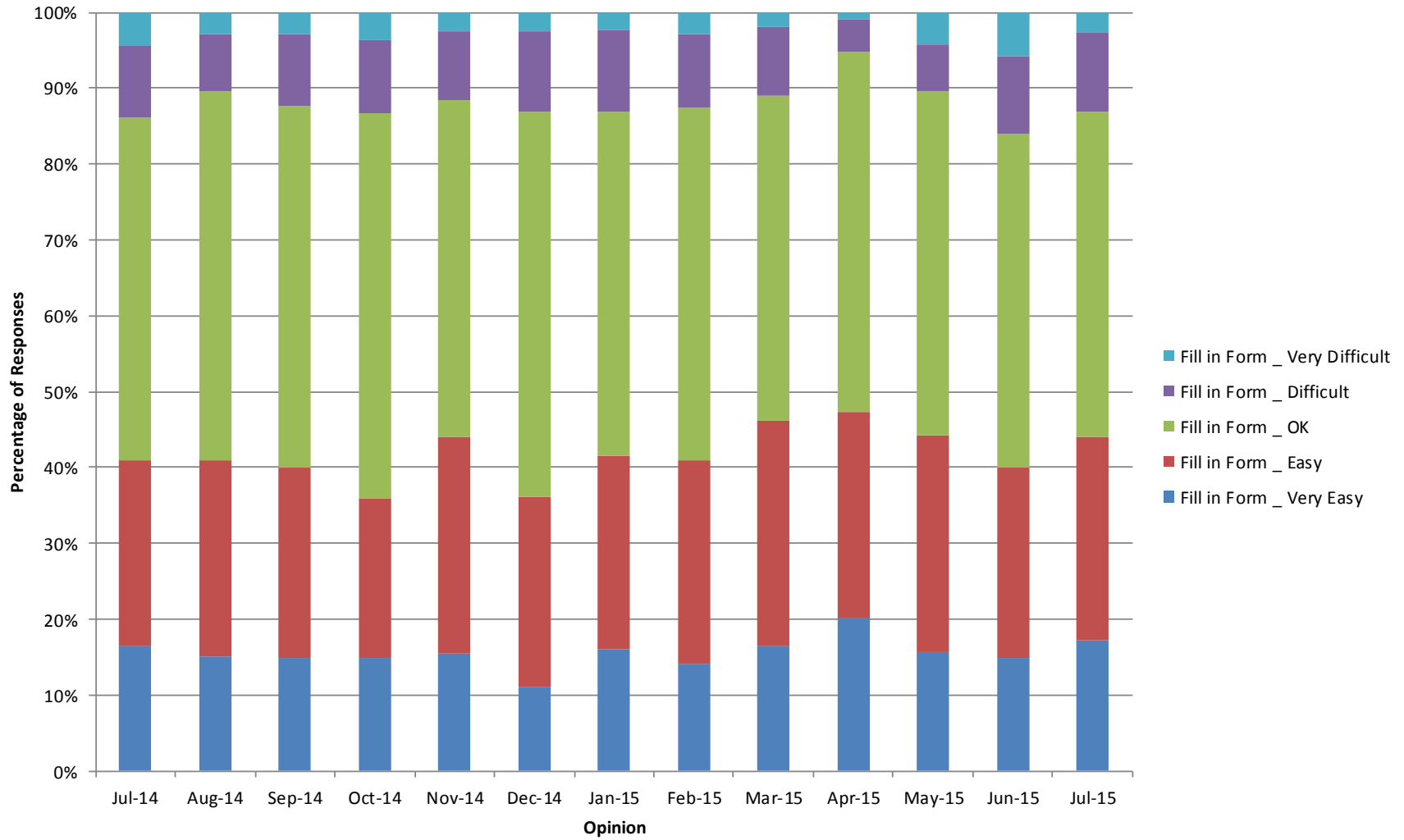


Customer Survey responses on the HB/CTR on-line Claim Form

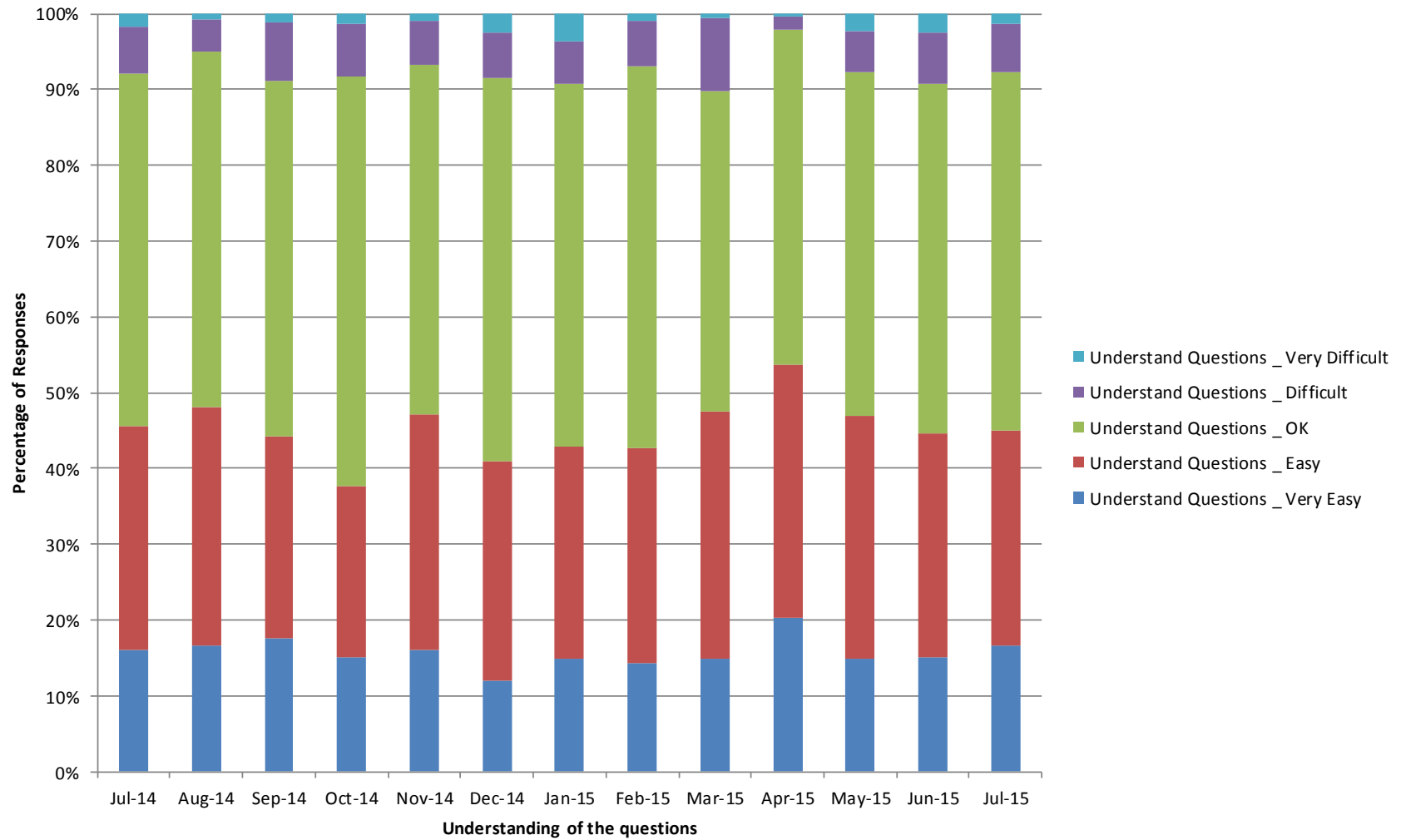
Reasons for completing on-line HB/CTR Claim



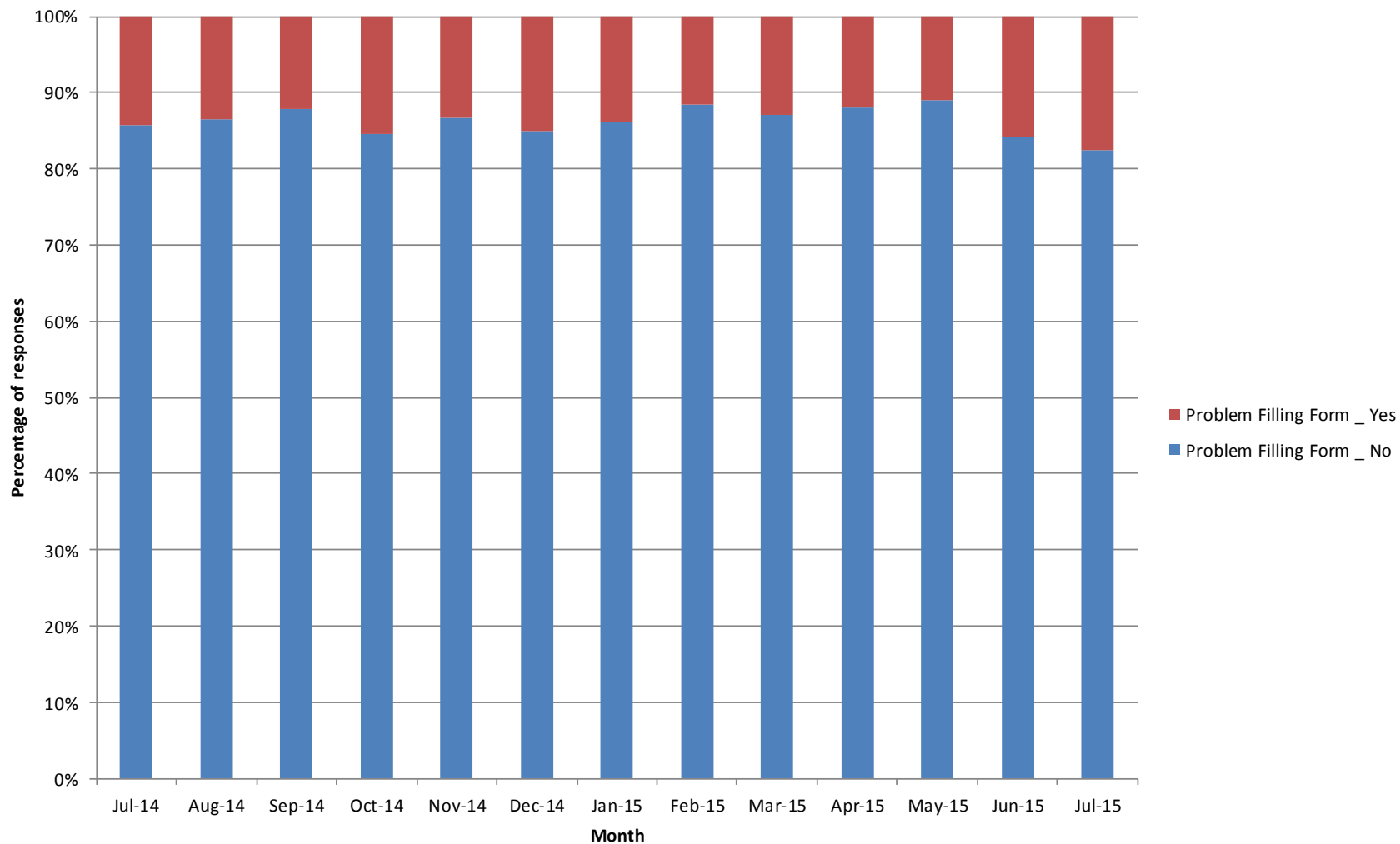
Opinion of difficulty in filling in on-line HB/CTR Claim



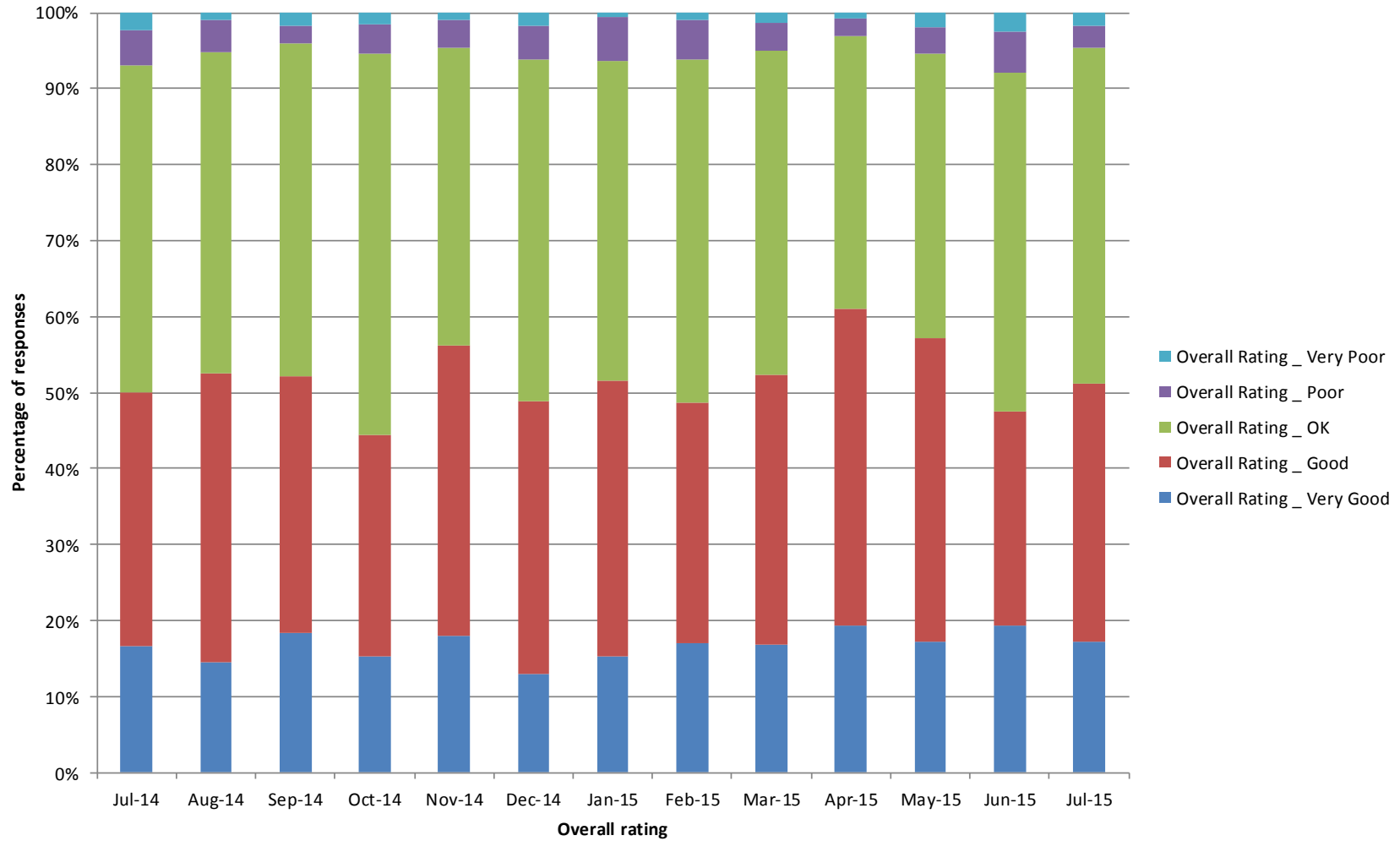
Ability to understand the questions in HB/CTR on-line Claim



Problems filling in the on-line HB/CTR Form



Overall opinion of the on-line HB/CTR Claim Form



- Number of Questionnaires submitted was:-

Jul-14	569
Aug-14	509
Sep-14	495
Oct-14	538
Nov-14	559
Dec-14	471
Jan-15	570
Feb-15	482
Mar-15	582
Apr-15	482
May-15	446
Jun-15	502
Jul-15	524