



Powershop Quarterly Complaints Performance Q3-2017

| | July - September 2017 |
|---|-----------------------|
| Total complaints received this quarter | 79 |
| Complaints received per 100,000 customers | 621 |
| Total complaints resolved this quarter | 59 |
| Complaints resolved per 100,000 customers | 464 |
| Complaints resolved within 1 day | 19 |
| Complaints resolved within 8 weeks | 54 |