

Date	Number of Calls	Abandoned Calls	Abandoned %	Answered in Person	Wait time	Non Claim-related calls	Dedicated Staff Hours	Number of Operators	Cumulative Number of Calls	Number of Adjusters	Number of Field Offices	Number of ESIS Field Offices	Number of BP Field Offices	Total Checks Written	Manual Checks Written	Automated Checks Written	Total Claims	Total Factors	Personal LOI Factors	Personal PD Factors	Personal BI Factors	Commercial LOP Factors	Commercial PD Factors	Number of PD Claims	Number of BI Claims	Total Paid
4/29/2010	207	7	3%	97%		-	-	-	207	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
4/30/2010	601	23	4%	96%		-	-	-	808	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
5/1/2010	480	17	4%	96%		-	-	-	1,288	7	-	-	-	-	-	-	202	-	-	-	-	-	-	195	7	\$ -
5/2/2010	484	22	5%	95%		-	-	-	1,772	13	-	-	-	-	-	-	337	-	-	-	-	-	-	329	8	\$ -
5/3/2010	1,637	49	3%	97%		-	-	-	3,409	31	-	-	-	30	30	-	581	-	-	-	-	-	-	554	27	\$ -
5/4/2010	1,301	21	2%	98%		-	-	-	4,710	58	-	-	-	28	28	-	941	-	-	-	-	-	-	900	41	\$ -
5/5/2010	1,699	36	2%	98%		-	-	-	6,409	64	-	-	-	46	46	-	1,566	-	-	-	-	-	-	1,513	53	\$ 350,180
5/6/2010	2,551	105	4%	96%		-	-	-	8,960	66	-	-	-	42	42	-	2,291	-	-	-	-	-	-	2,236	55	\$ 551,013
5/7/2010	3,092	97	3%	97%		-	-	-	12,052	95	-	-	-	122	122	-	2,756	-	-	-	-	-	-	2,695	61	\$ 631,013
5/8/2010	2,625	30	1%	99%	2:32	-	-	-	14,677	95	-	-	-	492	492	-	3,332	-	-	-	-	-	-	3,269	63	\$ 737,013
5/9/2010	1,735	886	51%	49%	5:07	-	-	-	16,412	122	-	-	-	363	363	-	4,944	-	-	-	-	-	-	4,877	67	\$ 1,418,008
5/10/2010	3,461	221	6%	94%	:49	-	-	-	19,873	149	-	-	-	421	421	-	5,780	-	-	-	-	-	-	5,710	70	\$ 2,411,107
5/11/2010	2,803	117	4%	96%	:25	500	-	-	22,676	184	-	-	-	441	441	-	6,484	-	-	-	-	-	-	6,414	70	\$ 2,546,487
5/12/2010	2,049	25	1%	99%	:26	248	508	-	24,725	210	-	-	-	689	689	-	6,938	-	-	-	-	-	-	6,868	70	\$ 3,801,737
5/13/2010	1,845	11	1%	99%	:06	74	775	-	26,570	256	-	-	-	862	862	-	8,232	-	-	-	-	-	-	8,160	72	\$ 5,348,558
5/14/2010	1,709	11	1%	99%	:07	104	685	-	28,279	297	-	-	-	1,016	1,016	-	11,050	-	-	-	-	-	-	10,974	76	\$ 6,611,311
5/15/2010	883	12	1%	99%	:12	71	679	-	29,162	347	-	-	-	696	696	-	13,602	-	-	-	-	-	-	13,523	79	\$ 8,072,791
5/16/2010	873	7	1%	99%	:07	46	605	-	30,035	372	-	-	-	543	543	-	15,468	-	-	-	-	-	-	15,388	80	\$ 9,268,491
5/17/2010	1,789	14	1%	99%	:06	247	840	-	31,824	383	-	-	-	1,391	1,391	-	16,111	-	-	-	-	-	-	16,029	82	\$ 9,668,991
5/18/2010	1,673	11	1%	99%	:06	237	874	118	33,497	383	-	-	-	870	870	-	17,862	-	-	-	-	-	-	17,780	82	\$ 11,673,616
5/19/2010	1,669	5	0%	100%	:06	264	915	124	35,166	386	-	-	-	954	954	-	18,938	-	-	-	-	-	-	18,855	83	\$ 15,606,449
5/20/2010	1,498	6	0%	100%	:06	206	1,013	127	36,664	403	-	-	-	888	888	-	20,538	-	-	-	-	-	-	20,450	88	\$ 20,573,592
5/21/2010	1,474	10	1%	99%	:06	184	750	108	38,138	404	-	-	-	879	879	-	21,543	-	-	-	-	-	-	21,450	93	\$ 24,916,248
5/22/2010	692	1	0%	100%	:06	116	448	56	38,830	428	26	21	5	647	647	-	22,577	-	-	-	-	-	-	22,480	97	\$ 27,241,516
5/23/2010	614	8	1%	99%	:06	156	523	65	39,444	428	27	21	6	514	514	-	23,549	-	-	-	-	-	-	23,451	98	\$ 27,839,016
5/24/2010	1,947	18	1%	99%	:06	354	569	71	41,391	432	27	21	6	619	619	-	24,059	-	-	-	-	-	-	23,960	99	\$ 27,990,516
5/25/2010	1,484	15	1%	99%	:06	344	588	74	42,875	431	27	21	6	545	545	-	25,330	-	-	-	-	-	-	25,227	103	\$ 29,420,270
5/26/2010	1,333	8	1%	99%	:06	225	643	80	44,208	435	27	21	6	505	505	-	26,260	-	-	-	-	-	-	26,144	116	\$ 32,626,645
5/27/2010	1,225	10	1%	99%	:06	214	685	86	45,433	440	27	21	6	587	587	-	27,176	28,473	25,366	794	162	1,741	410	27,059	117	\$ 35,624,111
5/28/2010	1,091	9	1%	99%	:06	207	719	90	46,524	471	30	24	6	528	528	-	27,973	29,788	26,428	863	174	1,873	450	27,855	118	\$ 37,414,162
5/29/2010	659	9	1%	99%	:06	150	889	111	47,183	481	30	24	6	388	388	-	28,723	30,880	27,335	901	183	1,984	477	28,599	124	\$ 38,940,433
5/30/2010	486	3	1%	99%	:06	133	983	123	47,669	481	30	24	6	299	299	-	29,730	31,912	28,210	948	187	2,060	507	29,603	127	\$ 39,240,743
5/31/2010	831	5	1%	99%	:06	226	988	124	48,500	496	30	24	6	255	255	-	30,210	32,405	28,650	968	191	2,078	518	30,080	130	\$ 39,440,443
6/1/2010	1,512	5	0%	100%	:06	256	950	119	50,012	510	31	25	6	436	436	-	30,502	32,704	28,880	988	204	2,106	526	30,360	142	\$ 39,468,943
6/2/2010	1,729	4	0%	100%	:06	600	968	121	51,741	510	31	25	6	522	522	-	31,398	33,643	29,646	1,014	213	2,235	535	31,251	147	\$ 40,246,043
6/3/2010	1,815	8	0%	100%	:06	32	940	118	53,556	516	31	25	6	463	463	-	32,792	35,101	30,852	1,081	226	2,363	579	32,635	157	\$ 42,936,338
6/4/2010	2,105	13	1%	99%	:06	267	912	114	55,661	514	31	25	6	496	496	-	34,243	36,647	32,062	1,209	232	2,524	620	34,081	162	\$ 45,729,493
6/5/2010	1,013	3	0%	100%	:06	210	893	112	56,674	514	31	25	6	438	438	-	35,758	38,423	33,586	1,295	239	2,657	646	35,591	167	\$ 48,105,822
6/6/2010	845	3	0%	100%	:06	192	865	108	57,519	514	31	25	6	340	340	-	37,193	39,914	34,821	1,402	247	2,757	687	37,019	174	\$ 48,467,760
6/7/2010	2,960	15	1%	99%	:06	552	1,017	127	60,479	531	31	25	6	516	516	-	38,052	40,811	35,527	1,468	261	2,849	706	37,869	183	\$ 48,608,610
6/8/2010	2,391	21	1%	99%	:06	663	1,034	129	62,870	532	31	25	6	1,637	698	939	39,659	42,491	36,860	1,593	283	3,004	751	39,458	201	\$ 49,613,893
6/9/2010	2,252	15	1%	99%	:06	85	1,072	134	65,122	536	33	25	8	1,334	480	854	41,958	44,973	38,896	1,733	305	3,236	803	41,739	219	\$ 52,936,306
6/10/2010	2,171	16	1%	99%	:06	335	1,120	140	67,293	557	32	25	7	939	499	440	43,986	47,470	40,944	1,851	329	3,496	850	43,645	329	\$ 55,541,717
6/11/2010	1,985	4	0%	100%	:06	384	1,286	161	69,278	577	32	25	7	1,529	466	1,063	46,214	50,100	42,950	2,002	374	3,858	915	45,954	260	\$ 58,173,790
6/12/2010	892	7	1%	99%	:06	226	1,104	138	70,170	596	32	25	7	1,383	539	844	50,047	54,503	46,296	2,263	447	4,472	1,025	49,740	307	\$ 60,689,821
6/13/2010	751	7	1%	99%	:06	234	1,171	146	70,921	609	32	25	7	297	297	-	51,329	55,991	47,422	2,353	456	4,675	1,085	51,013	316	\$ 61,588,435
6/14/2010	2,492	10	0%	100%	:06	524	1,325	166	73,413	671	32	25	7	401	401	-	52,518	57,744	48,829	2,454	477	4,861	1,123	52,186	332	\$ 63,256,488
6/15/2010	2,446	12	0%	100%	:06	615	1,361	170	75,859	667	33	26	7	1,188	504	684	54,400	61,514	51,901	2,642	516	5,261	1,194	54,043	357	\$ 70,377,299
6/16/2010	2,719	28	1%	99%	:06	589	1,379	172	78,578	667	33	26	7	1,403	517	886	56,689	66,158	55,523	2,874	570	5,884	1,307	56,303	386	\$ 81,355,154
6/17/2010	2,725	45	2%	98%	:06	506	1,350	169	81,303	698	33	26	7	614	604	10	59,297	70,200	58,490	3,133	648	6,464	1,465	58,863	434	\$ 89,837,407
6/18/2010	2,313	21	1%	99%	:06	569	1,372	172	83,616	698	33	26	7	1,703	557	1,146	63,552	76,126	62,862	3,587	752	7,310	1,615	63,044	508	\$ 95,193,904
6/19/2010	1,184	21	2%	98%	:06	407	1,141	143	84,800	720	33	26	7	1,379	546	833	64,536	78,123	64,381	3,691	778	7,596	1,677	64,011	525	\$ 104,425,219
6/20/2010	1,047	23	2%	98%	:06	392	1,099	137	85,847	720	33	26	7	1,718	255	1,463	65,703	80,361	66,230	3,825	804	7,790	1,712	65,164	539	\$ 107,480,585
6/21/2010	3,300	45	1%	99%	:06	747	1,121	140	89,147	730	33	26	7	2,464	481	1,983	66,825	82,672	68,188	3,950	827	7,956	1,751	66,270	555	\$ 111,195,467
6/22/2010	2,718	24	1%	99%	:06	648	1,153	144	91,865	731	33	26	7	1,582	579	1,003										

6/23/2010	2,556	18	1%	99%	:06	594	1,147	143	94,424	787	34	27	7	959	491	468	74,180	92,907	75,774	4,771	1,021	9,267	2,074	73,489	691	\$	123,393,659
6/24/2010	2,444	13	1%	99%	:06	559	1,036	142	96,865	839	34	27	7	623	556	67	75,106	94,099	76,619	4,883	1,061	9,440	2,096	74,385	721	\$	125,995,003
6/25/2010	2,421	19	1%	99%	:06	623	1,153	144	99,286	885	35	28	7	577	540	37	78,091	97,319	78,815	5,220	1,168	9,922	2,194	77,298	793	\$	126,977,451
6/26/2010	1,074	11	1%	99%	:06	337	1,085	136	100,360	885	35	28	7	351	327	24	80,403	99,795	80,733	5,430	1,209	10,176	2,247	79,583	820	\$	128,443,912
6/27/2010	847	10	1%	99%	:06	299	1,114	139	101,207	933	35	28	7	388	387	1	81,701	101,146	81,735	5,592	1,235	10,298	2,286	80,859	842	\$	128,399,912
6/28/2010	2,444	17	1%	99%	:06	494	1,366	171	103,651	952	35	28	7	548	539	9	82,351	101,853	82,199	5,678	1,265	10,405	2,306	81,491	860	\$	128,448,566
6/29/2010	2,113	9	0%	100%	:06	457	1,129	162	105,764	951	35	28	7	907	808	99	85,060	104,812	84,201	6,067	1,329	10,809	2,406	84,153	907	\$	130,090,336
6/30/2010	2,166	19	1%	99%	:06	381	1,309	164	107,930	951	35	28	7	980	923	57	87,416	107,544	85,927	6,417	1,370	11,295	2,535	86,479	937	\$	132,343,181
7/1/2010	1,790	14	1%	99%	:06	303	1,368	171	109,720	950	35	28	7	1,423	1,234	189	89,916	110,510	87,911	6,764	1,436	11,744	2,655	88,932	984	\$	137,878,413
7/2/2010	1,698	9	1%	99%	:06	409	1,375	172	111,418	951	35	28	7	1,423	1,164	259	92,038	113,187	89,783	7,048	1,479	12,131	2,746	91,022	1,016	\$	143,969,178
7/3/2010	738	7	1%	99%	:06	204	1,197	150	112,156	951	35	28	7	730	611	119	93,791	115,470	91,366	7,322	1,526	12,439	2,817	92,736	1,055	\$	147,275,140
7/4/2010	439	2	0%	100%	:06	169	1,198	150	112,595	951	35	28	7	308	308	-	94,817	116,535	92,081	7,473	1,553	12,589	2,839	93,744	1,073	\$	147,273,320
7/5/2010	1,395	8	1%	99%	:06	366	1,124	141	113,990	951	35	28	7	821	821	-	95,387	117,130	92,468	7,587	1,584	12,648	2,843	94,296	1,091	\$	147,273,320
7/6/2010	2,434	10	0%	100%	:06	544	1,244	156	116,424	950	35	28	7	1,188	1,136	52	96,302	118,385	93,358	7,742	1,605	12,812	2,868	95,197	1,105	\$	148,734,659
7/7/2010	2,112	18	1%	99%	:06	442	1,321	165	118,536	999	35	28	7	1,092	1,033	59	98,596	121,156	95,278	8,119	1,660	13,157	2,942	97,450	1,146	\$	153,530,825
7/8/2010	1,894	14	1%	99%	:06	346	1,302	163	120,430	999	35	28	7	793	601	192	100,699	123,957	97,143	8,529	1,726	13,544	3,015	99,508	1,191	\$	157,595,515
7/9/2010	1,685	19	1%	99%	:06	300	1,338	167	122,115	999	36	29	7	882	704	178	103,013	127,412	99,573	9,054	1,801	13,919	3,065	101,762	1,251	\$	162,658,969
7/10/2010	819	8	1%	99%	:06	244	1,210	151	122,934	1,050	36	29	7	603	523	80	104,661	129,576	100,954	9,414	1,896	14,195	3,117	103,337	1,324	\$	165,058,734
7/11/2010	687	4	1%	99%	:06	209	1,124	141	123,621	1,050	36	29	7	587	587	-	105,536	130,498	101,467	9,666	1,929	14,299	3,137	104,195	1,341	\$	164,933,734
7/12/2010	2,174	17	1%	99%	:06	451	1,296	162	125,795	1,047	36	29	7	1,047	749	298	106,294	131,338	101,913	9,905	1,998	14,373	3,149	104,909	1,385	\$	164,903,234
7/13/2010	1,974	10	1%	99%	:06	240	1,253	157	127,769	1,046	36	29	7	2,112	807	1,305	108,045	136,293	105,856	10,375	2,035	14,795	3,232	106,630	1,415	\$	177,130,787
7/14/2010	1,682	12	1%	99%	:06	242	1,289	161	129,451	1,101	36	29	7	1,841	642	1,199	110,256	140,813	109,269	10,943	2,154	15,148	3,299	108,764	1,492	\$	183,140,606
7/15/2010	1,598	8	1%	99%	:06	293	1,310	164	131,049	1,097	36	29	7	2,613	611	2,002	112,254	145,801	113,249	11,458	2,216	15,508	3,370	110,724	1,530	\$	191,237,102
7/16/2010	1,438	11	1%	99%	:06	239	1,212	152	132,487	1,115	36	29	7	3,624	736	2,888	114,278	151,477	118,023	11,916	2,277	15,811	3,450	112,708	1,570	\$	200,505,207
7/17/2010	639	3	0%	100%	:06	123	1,207	151	133,126	1,114	36	29	7	3,204	568	2,636	115,844	156,017	121,806	12,349	2,320	16,033	3,509	114,250	1,594	\$	206,869,636
7/18/2010	399	4	1%	99%	:06	94	1,187	148	133,525	1,114	36	29	7	496	409	87	116,288	156,547	122,119	12,496	2,324	16,080	3,528	114,689	1,599	\$	206,824,918
7/19/2010	1,595	7	0%	100%	:06	288	1,370	171	135,120	1,118	36	29	7	2,667	573	2,094	116,644	156,991	122,361	12,603	2,369	16,114	3,544	115,020	1,624	\$	206,833,164
7/20/2010	1,606	6	0%	100%	:06	292	1,318	165	136,726	1,118	36	29	7	2,992	630	2,362	119,012	165,955	129,641	13,600	2,458	16,556	3,700	117,329	1,683	\$	220,301,488
7/21/2010	1,939	9	0%	100%	:06	288	1,264	158	138,665	1,151	36	29	7	1,946	720	1,226	121,217	170,750	132,687	14,649	2,598	16,965	3,851	119,458	1,759	\$	226,284,083
7/22/2010	1,682	9	1%	99%	:06	273	1,246	156	140,347	1,187	36	29	7	1,864	729	1,135	123,457	175,199	135,058	16,068	2,686	17,394	3,993	121,650	1,807	\$	234,928,795
7/23/2010	1,184	4	0%	100%	:06	265	1,201	150	141,531	1,224	36	29	7	1,340	623	717	125,539	179,359	137,325	17,222	2,961	17,718	4,133	123,569	1,970	\$	239,469,364
7/24/2010	500	4	1%	99%	:06	122	1,243	155	142,031	1,236	36	29	7	1,212	453	759	127,357	182,673	139,472	17,962	3,051	17,929	4,259	125,339	2,018	\$	242,956,458
7/25/2010	372	6	2%	98%	:06	98	1,193	149	142,403	1,236	36	29	7	765	320	445	128,049	184,103	140,539	18,173	3,097	18,004	4,290	125,989	2,060	\$	245,636,206
7/26/2010	1,571	7	0%	100%	:06	239	1,213	152	143,974	1,230	36	29	7	879	685	194	128,697	185,068	141,080	18,450	3,180	18,057	4,301	126,594	2,103	\$	246,113,303
7/27/2010	2,029	15	1%	99%	:06	290	1,362	170	146,003	1,267	36	29	7	943	603	340	130,856	188,167	142,885	19,261	3,272	18,362	4,387	128,681	2,175	\$	250,934,054
7/28/2010	2,372	11	0%	100%	:06	346	1,313	164	148,375	1,267	36	29	7	1,143	555	588	132,826	192,105	145,189	20,432	3,363	18,650	4,471	130,582	2,244	\$	255,613,089
7/29/2010	1,674	14	1%	99%	:06	275	1,256	157	150,049	1,264	36	29	7	970	531	439	135,217	195,697	146,978	21,771	3,538	18,867	4,543	132,831	2,386	\$	258,056,805
7/30/2010	1,367	5	0%	100%	:06	202	1,169	146	151,416	1,264	36	29	7	1,143	504	639	136,956	198,550	148,568	22,623	3,715	19,058	4,586	134,439	2,517	\$	261,911,334
7/31/2010	584	14	2%	98%	:06	156	1,138	142	152,000	1,263	36	29	7	1,057	376	681	138,435	201,101	150,099	23,253	3,854	19,260	4,635	135,806	2,629	\$	265,647,559
8/1/2010	278	2	1%	99%	:06	73	1,166	146	152,278	1,263	36	29	7	1,198	337	861	138,962	202,597	151,173	23,444	3,985	19,335	4,660	136,262	2,700	\$	268,284,597
8/2/2010	1,277	4	0%	100%	:06	233	1,127	141	153,555	1,262	36	29	7	1,525	549	976	139,261	203,870	152,251	23,558	4,001	19,390	4,670	136,549	2,712	\$	271,212,388
8/3/2010	1,168	4	0%	100%	:06	256	1,229	154	154,723	1,261	36	29	7	3,273	499	2,774	140,465	208,011	155,520	24,061	4,108	19,595	4,727	137,674	2,791	\$	277,026,719
8/4/2010	1,066	5	0%	100%	:06	221	1,194	149	155,789	1,260	36	29	7	3,899	337	3,562	141,690	213,413	159,932	24,599	4,160	19,909	4,813	138,836	2,854	\$	293,099,668
8/5/2010	973	6	1%	99%	:06	201	1,215	152	156,762	1,258	36	29	7	2,419	234	2,185	142,746	217,299	162,951	25,044	4,203	20,197	4,904	139,852	2,894	\$	302,564,204
8/6/2010	923	14	2%	98%	:06	168	1,194	149	157,685	1,258	36	29	7	2,232	243	1,989	143,720	220,290	165,151	25,438	4,238	20,493	4,970	140,797	2,923	\$	308,831,525
8/7/2010	306	-	0%	100%	:06	68	1,146	143	157,991	1,256	36	29	7	2,005	140	1,865	144,685	223,121	167,179	25,790	4,273	20,823	5,056	141,734	2,951	\$	319,212,733
8/8/2010	216	1	0%	100%	:06	52	1,187	148	158,207	1,256																	