

Annex A

Table 1. Responses to whether call centre representative could answer inquiry

	Number of Respondents	Percentage
Agree or Strongly Agree	118	8.4%
Neutral	296	21.1%
<i>Disagree or Strongly Disagree</i>	989	70.5%
Total	1403	100%

Table 2. Responses to whether call centre representative had knowledge to answer

	Number of Respondents	Percentage of Respondents
Agree or Strongly Agree	94	6.7%
Neutral	262	18.7%
<i>Disagree or Strongly Disagree</i>	1047	74.6%
Total	1403	100%

Table 3. Responses to whether call centre representative can provide accurate information

	Number of Respondents	Percentage of Respondents
Agree or Strongly Agree	84	6.0%
Neutral	299	21.3%
<i>Disagree or Strongly Disagree</i>	1020	72.7%
Total	1403	100%

Table 4. Responses to whether call centre representative provided relevant information

	Number of Respondents	Percentage of Respondents
Agree or Strongly Agree	93	6.7%
Neutral	285	20.3%
<i>Disagree or Strongly Disagree</i>	1025	73.0%
Total	1403	100%

