

Complaints by Location

| Breakdown by Business Area | No of Customers | Open at start of month | Opened | Closed | Open at end of month | % of complaints vs deliveries made |
|----------------------------|-----------------|------------------------|--------|--------|----------------------|------------------------------------|
| Birmingham                 | 6,004           | 7                      | 86     | 78     | 15                   | 0.05%                              |
| Hemel Hempstead            | 9,233           | 12                     | 141    | 139    | 14                   | 0.05%                              |
| Newport                    | 4,674           | 5                      | 56     | 50     | 11                   | 0.04%                              |
| Nottingham                 | 4,021           | 1                      | 17     | 17     | 1                    | 0.01%                              |
| London Travel News         | 46              | 0                      | 0      | 0      | 0                    | 0.00%                              |
| Customer Contact Centres   | 23,978          | 1                      | 13     | 14     | 0                    | 0.00%                              |
| Sales Centre               | 23,978          | 1                      | 1      | 1      | 1                    | 0.00%                              |
| Finance Centre             | 23,978          | 0                      | 0      | 0      | 0                    | 0.00%                              |
| Other                      | 23,978          | 0                      | 0      | 1      | -1                   | 0.00%                              |
| TOTAL                      | 23,978          | 27                     | 314    | 300    | 41                   | 0.04%                              |

| Breakdown by Business Area | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Total YTD |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|
| Birmingham                 | 20     | 19     | 20     | 27     | 25     | 54     | 47     | 57     | 100    | 106    | 86     | 561       |
| Hemel Hempstead            | 39     | 32     | 53     | 96     | 54     | 77     | 32     | 68     | 143    | 149    | 141    | 884       |
| Newport                    | 15     | 11     | 25     | 34     | 24     | 31     | 33     | 43     | 46     | 39     | 56     | 357       |
| Nottingham                 | 9      | 5      | 24     | 25     | 29     | 25     | 40     | 50     | 45     | 38     | 17     | 307       |
| London Travel News         | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1         |
| Customer Contact Centres   | 0      | 11     | 4      | 10     | 14     | 2      | 7      | 10     | 1      | 12     | 13     | 84        |
| Sales Centre               | 0      | 0      | 1      | 5      | 4      | 10     | 1      | 3      | 9      | 7      | 1      | 41        |
| Finance Centre             | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 1         |
| Other                      | 29     | 24     | 0      | 0      | 1      | 0      | 57     | 0      | 0      | 0      | 0      | 111       |
| TOTAL                      | 112    | 102    | 128    | 197    | 151    | 199    | 217    | 232    | 344    | 351    | 314    | 2,347     |

Complaints by Classification Category

| Breakdown by Category             | Open at start of month | Opened | Closed | Open at end of month | % of customer base complained in month |
|-----------------------------------|------------------------|--------|--------|----------------------|--|
| Invoicing                         | 3                      | 19     | 21     | 1                    | 0.08%                                  |
| Returns                           | 7                      | 92     | 87     | 12                   | 0.38%                                  |
| Supplies                          | 0                      | 2      | 2      | 0                    | 0.01%                                  |
| Deliveries (Timeliness)           | 7                      | 92     | 81     | 18                   | 0.38%                                  |
| Deliveries (Quality)              | 6                      | 18     | 23     | 1                    | 0.08%                                  |
| Claims                            | 3                      | 68     | 65     | 6                    | 0.28%                                  |
| Communication                     | 1                      | 15     | 14     | 2                    | 0.06%                                  |
| Documents                         | 0                      | 8      | 7      | 1                    | 0.03%                                  |
| CS Application Support (Vouchers) | 0                      | 0      | 0      | 0                    | 0.00%                                  |
| New Customers                     | 0                      | 0      | 0      | 0                    | 0.00%                                  |

| Breakdown by Category             | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Total YTD |
|-----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|
| Invoicing                         | 6      | 9      | 8      | 15     | 10     | 8      | 21     | 13     | 13     | 9      | 19     | 131       |
| Returns                           | 34     | 24     | 33     | 61     | 36     | 28     | 36     | 51     | 87     | 93     | 92     | 575       |
| Supplies                          | 15     | 12     | 14     | 17     | 20     | 37     | 12     | 6      | 9      | 7      | 2      | 151       |
| Deliveries (Timeliness)           | 17     | 5      | 10     | 6      | 10     | 23     | 52     | 53     | 79     | 93     | 92     | 440       |
| Deliveries (Quality)              | 10     | 12     | 12     | 18     | 18     | 27     | 11     | 24     | 26     | 28     | 18     | 204       |
| Claims                            | 19     | 38     | 46     | 75     | 41     | 61     | 59     | 61     | 74     | 80     | 68     | 622       |
| Communication                     | 4      | 1      | 1      | 3      | 5      | 4      | 7      | 3      | 6      | 7      | 15     | 56        |
| Documents                         | 0      | 1      | 4      | 2      | 6      | 4      | 4      | 2      | 6      | 8      | 8      | 45        |
| CS Application Support (Vouchers) | 6      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 6         |
| New Customers                     | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 1      | 3      | 0      | 5         |

100  
90  
80  
70  
60  
50  
40  
30  
20  
10  
0