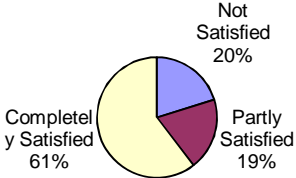
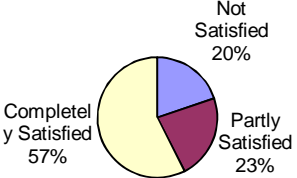


WEB SATISFACTION SURVEYS (Source: SOCITM)

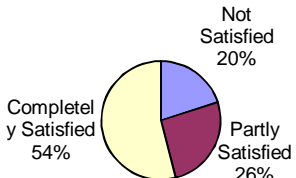
Web User Satisfaction Jan - Mar 09



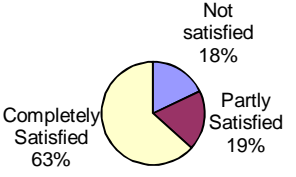
Web User Satisfaction Apr-Jun 09



Web User Satisfaction Jul-Sep 09



Web User Satisfaction Oct - Dec 09



Web User Satisfaction Jan - Mar 2010

