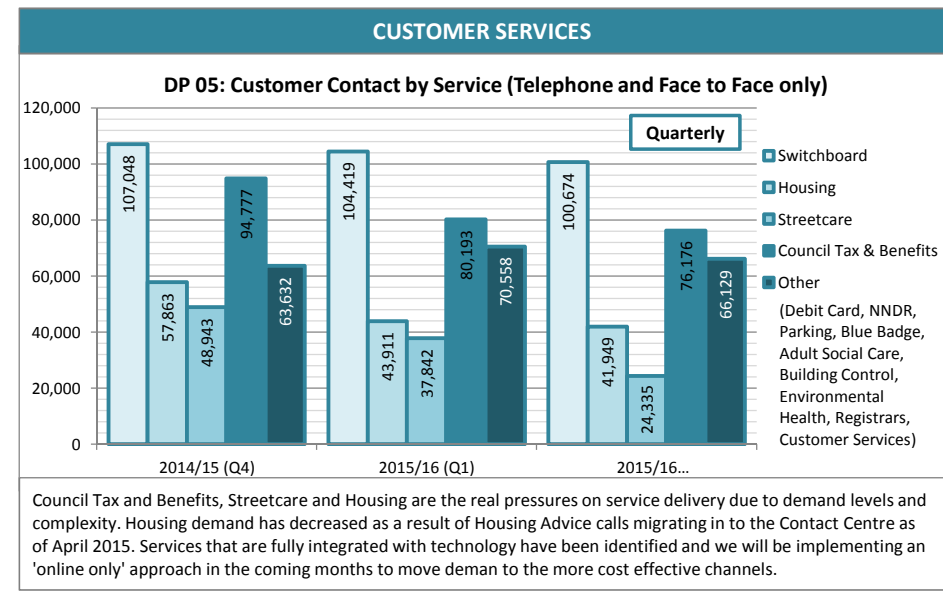
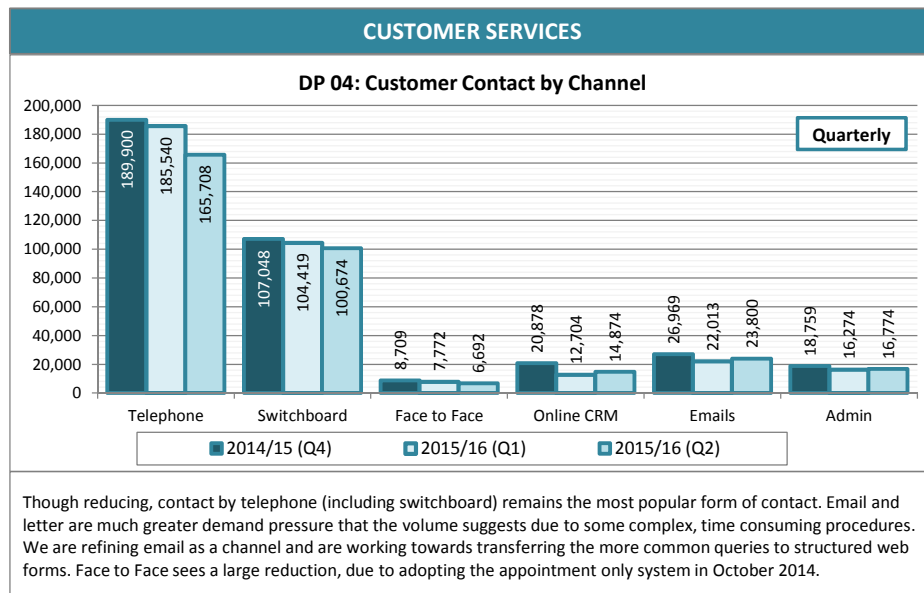
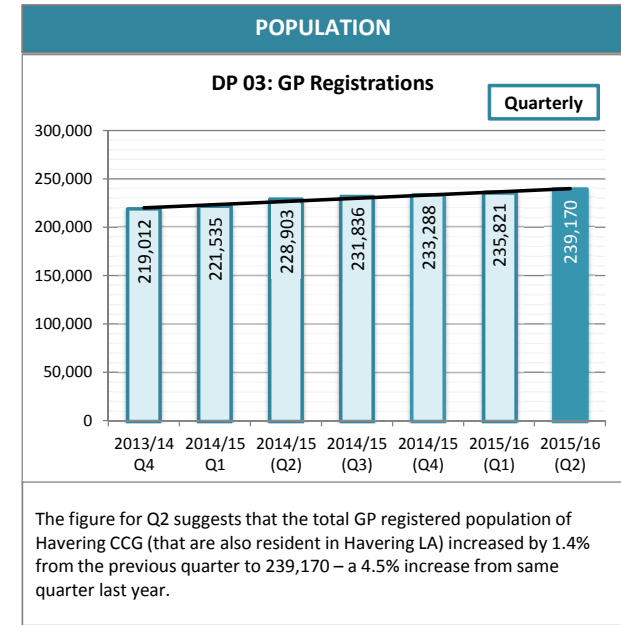
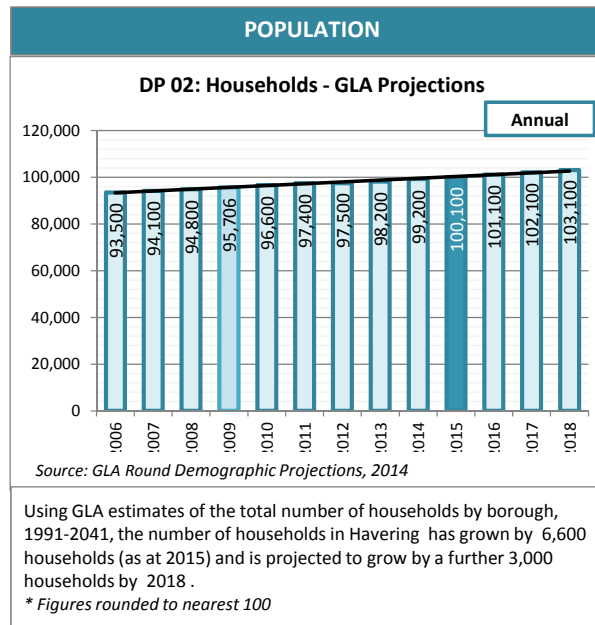
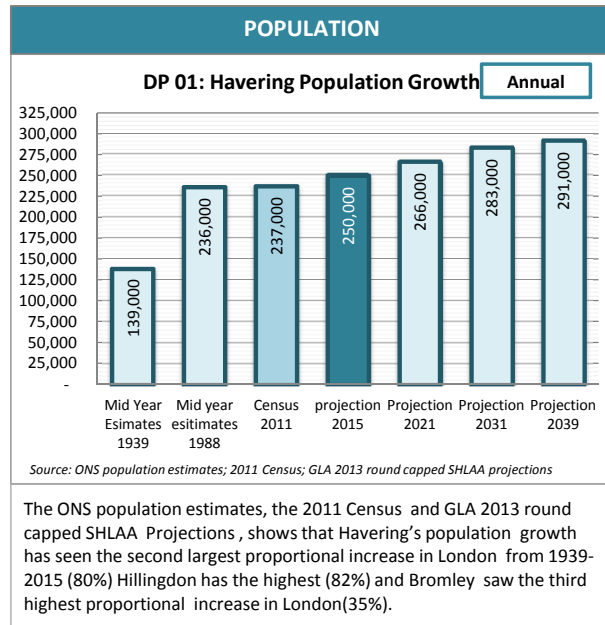


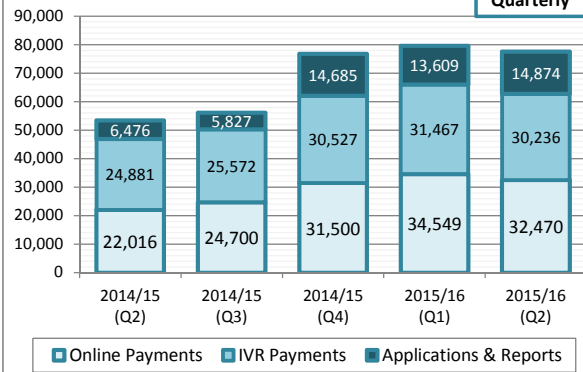
## Appendix 2: Quarter 2 2015/16 Demand Pressure Dashboard



## CUSTOMER SERVICES

### DP 06: Online Transactions

Quarterly



Online and IVR payments have risen 47% and 22% respectively since the same period last year (Q2 2014/15). There has been a slight decline since Q1 2015/16 but still shows a promising trend compared to last year.