

<b>Reports of fraud</b>	<b>Total Contacts</b>	<b>Telephony Contacts</b>	<b>Online Contacts</b>	<b>email Contacts</b>	<b>Postal Contacts</b>	
<b>2005</b>	<b>January</b>	20,995	17,109	3,517	4	365
	<b>February</b>	21,617	17,721	3,287	2	607
	<b>March</b>	22,756	17,898	4,251	3	604
	<b>April</b>	17,953	14,106	3,339	5	503
	<b>May</b>	22,095	15,944	5,558	2	591
	<b>June</b>	19,813	14,811	4,327	13	662
	<b>July</b>	21,308	16,072	4,417	4	815
	<b>August</b>	23,795	18,243	4,816	5	731
	<b>September</b>	20,675	16,362	3,779	2	532
	<b>October</b>	29,727	22,456	6,415	1	855
	<b>November</b>	20,065	15,702	3,707	1	655
	<b>December</b>	14,331	11,268	2,642	0	421
<b>2006</b>	<b>January</b>	31,353	24,397	6,165	6	785
	<b>February</b>	28,683	21,351	6,513	2	817
	<b>March</b>	28,444	20,887	6,703	1	853
	<b>April</b>	20,703	14,712	5,298	0	693
	<b>May</b>	25,596	18,163	6,549	0	884
	<b>June</b>	22,836	16,676	5,361	1	798
	<b>July</b>	24,027	17,769	5,490	0	768
	<b>August</b>	27,973	21,260	5,987	12	714
	<b>September</b>	20,281	14,290	5,234	0	757
	<b>October</b>	24,856	19,123	5,248	3	482
	<b>November</b>	25,491	18,538	6,429	1	523
	<b>December</b>	17,360	12,488	4,495	0	377
<b>2007</b>	<b>January</b>	31,715	22,851	8,280	0	584
	<b>February</b>	27,272	20,095	6,592	0	585
	<b>March</b>	26,893	19,959	6,338	0	596
	<b>April</b>	25,104	18,269	6,332	0	503
	<b>May</b>	29,005	21,252	7,175	0	578
	<b>June</b>	24,202	18,749	4,876	1	576
	<b>July</b>	27,407	19,928	6,975	0	504
	<b>August</b>	31,486	23,082	7,680	0	724
	<b>September</b>	24,418	17,805	6,086	0	527
	<b>October</b>	22,979	17,068	5,393	0	518
	<b>November</b>	32,045	23,364	8,021	0	660
	<b>December</b>	15,739	10,948	4,456	0	335
<b>2008</b>	<b>January</b>	36,915	26,516	9,680	0	719
	<b>February</b>	27,529	21,236	5,645	0	648
	<b>March</b>	27,140	18,890	7,808	0	442
	<b>April</b>	27,259	18,482	8,175	0	602
	<b>May</b>	33,305	21,346	11,260	0	699
	<b>June</b>	31,286	18,737	11,986	0	563
	<b>July</b>	39,923	24,935	14,165	0	823
	<b>August</b>	28,233	17,400	10,231	0	602
	<b>September</b>	31,838	18,709	12,477	0	652
	<b>October</b>	39,189	21,884	16,562	0	743
	<b>November</b>	37,590	19,107	17,836	0	647
	<b>December</b>	24,933	12,826	11,736	0	371

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<b>2009</b>	<b>January</b>	53,257	26,879	25,433	0	945
	<b>February</b>	38,524	19,741	17,732	0	1,051
	<b>March</b>	37,972	21,113	16,170	0	689
	<b>April</b>	46,110	22,380	22,731	0	999
	<b>May</b>	38,096	19,497	17,909	0	690
	<b>June</b>	35,414	22,828	11,838	0	748
	<b>July</b>	41,265	25,725	14,446	0	1,094
	<b>August</b>	31,600	21,258	9,481	0	861
	<b>September</b>	33,501	21,305	11,154	0	1,042
	<b>October</b>	40,152	24,462	14,672	0	1,018
	<b>November</b>	34,393	20,066	13,537	0	790
	<b>December</b>	30,349	16,367	13,316	0	666
<b>2010</b>	<b>January</b>	31,633	19,195	11,635	0	803
	<b>February</b>	32,225	21,383	9,791	0	1,051
	<b>March</b>	29,493	19,009	9,925	0	559
	<b>April</b>	37,857	22,415	14,393	0	1,049
	<b>May</b>	30,149	17,439	11,858	0	852
	<b>June</b>	56,302	21,306	34,075	0	921
	<b>July</b>	58,656	26,233	31,270	0	1,153
	<b>August</b>	35,923	20,623	14,244	0	1,056
	<b>September</b>	44,033	26,451	16,276	0	1,306
	<b>October</b>	36,199	21,101	14,070	0	1,028
	<b>November</b>	33,337	18,038	14,392	24	883
	<b>December</b>	26,889	14,464	11,852	14	559
<b>2011</b>	<b>January</b>	34,644	20,421	13,214	16	993