

Service		Great Fun				
Client		1800 Flowers				
Issue Count		MON				Grand Total
Reasons	Detail Reasons	JAN	FEB	MAR	APR	
Billing Related	Billing Issue				3	3
	Billing Problem	1	3	3	4	11
	Credit Problem	15	10	17	14	56
	Credit Request				1	1
	Credit Request - Reason Unknown	28	31	30	10	99
	Double Billing				3	3
	Overdraft/ Overlimit Fee			2	2	4
	Unaware of Service		1	33	59	93
Billing Related Total		44	45	85	96	270
Cancel and Suppression Request	Bank Representative Cancelled	4	1	6		11
	Cancel Confirmation	3	2	6	11	22
	Cancel per Member Request	37	29	50	53	169
	Disputing Enrollment	57	52	27		136
	Previously Called to Cancelled	3	1	5	1	10
Cancel and Suppression Request Total		104	85	94	65	348
Compliments	Customer Service Compliment		2			2
Compliments Total			2			2
Escalated Request and Serviceing Issues	Customer Service Complaint	6	2		4	12
	Official Complaint		1	10	3	14
Escalated Request and Serviceing Issues Total		6	3	10	7	26
Information Request	Benefit - Servicing Information	2	4	5	5	16
	Credit Report Request and Status	2	2			4
	Filing Fraud Liability Claim	1				1
	Information Requested			1	1	2
	Rebate Inquiry	2		2	1	5
Information Request Total		7	6	8	7	28
Membership Not Found	Membership Not Found	5	5	3	3	16
Membership Not Found Total		5	5	3	3	16
Premium and Fulfillment	Fulfillment Not Received	1	1		2	4
Premium and Fulfillment Total		1	1		2	4
Grand Total		167	147	200	180	694

Service	Great Fun
Client	AirTran

Issue Count		MON				Grand Total
Reasons	Detail Reasons	JAN	FEB	MAR	APR	
Billing Related	Billing Issue	1			1	2
	Billing Problem	3	2	2	4	11
	Credit Problem	9	7	18	24	58
	Credit Request				1	1
	Credit Request - Reason Unknown	26	34	53	47	160
	Double Billing				2	2
	Overdraft/ Overlimit Fee				4	4
	Payment Card Change			1		1
	Unaware of Service		2	37	93	132
Billing Related Total		39	45	111	176	371
Cancel and Suppression Request	Bank Representative Cancelled	4	9	14	2	29
	Cancel Confirmation	7	9	11	8	35
	Cancel per Member Request	30	29	74	80	213
	Disputing Enrollment	67	71	29		167
	Previously Called to Cancelled	5	5	6	7	23
Cancel and Suppression Request Total		113	123	134	97	467
Compliments	Customer Service Compliment	1			1	2
Compliments Total		1			1	2
Escalated Request and Serviceing Issues	Customer Service Complaint	2	2	5	5	14
	Official Complaint		1	9	7	17
Escalated Request and Serviceing Issues Total		2	3	14	12	31
Information Request	Benefit - Servicing Information	4	7	8	4	23
	Rebate Inquiry	3	1	2		6
Information Request Total		7	8	10	4	29
Membership Not Found	Membership Not Found	8	3	2	1	14
Membership Not Found Total		8	3	2	1	14
Premium and Fulfillment	Fulfillment Not Received	1		1	1	3
Premium and Fulfillment Total		1		1	1	3
Grand Total		171	182	272	292	917

Service		Great Fun				
Client		Classmates.com				
Issue Count		MON				Grand Total
Reasons	Detail Reasons	JAN	FEB	MAR	APR	
Billing Related	Billing Issue	1		1	5	7
	Billing Problem	6	5	4	1	16
	Credit Problem	18	25	24	13	80
	Credit Request - Reason Unknown	49	46	50	19	164
	Double Billing				13	13
	Overdraft/ Overlimit Fee				1	1
	Unaware of Service	2	5	64	83	154
Billing Related Total		76	81	143	135	435
Cancel and Suppression Request	Bank Representative Cancelled	3	22	30		55
	Cancel Confirmation	16	5	3	3	27
	Cancel per Member Request	49	35	56	43	183
	Disputing Enrollment	119	97	32		248
	Previously Called to Cancelled	12	6	2	4	24
Cancel and Suppression Request Total		199	165	123	50	537
Compliments	Customer Service Compliment	2			1	3
Compliments Total		2			1	3
Escalated Request and Serviceing Issues	Customer Service Complaint	7	7	1	1	16
	Official Complaint		2	12	8	22
Escalated Request and Serviceing Issues Total		7	9	13	9	38
Information Request	Benefit - Servicing Information	7	7	1	1	16
	Credit Report Request and Status	1	3		2	6
	Information Requested				5	5
	Rebate Inquiry	1				1
Information Request Total		9	10	1	8	28
Membership Not Found	Membership Not Found	4	5	3	2	14
Membership Not Found Total		4	5	3	2	14
Premium and Fulfillment	Fulfillment Not Received	1			2	3
Premium and Fulfillment Total		1			2	3
Grand Total		298	270	283	207	1,058

Service		Great Fun				
Client		Priceline				
Issue Count		MON				Grand Total
Reasons	Detail Reasons	JAN	FEB	MAR	APR	
Billing Related	Billing Issue	1	2		4	7
	Billing Problem	16	12	17	24	69
	Credit Problem	68	70	91	79	308
	Credit Request			1		1
	Credit Request - Reason Unknown	263	201	324	238	1,026
	Double Billing		1	2	9	12
	Overdraft/ Overlimit Fee		1	3	5	9
	Payment Card Change		1	1		2
	Reactivation Request				1	1
	Unaware of Service	13	23	351	535	922
Billing Related Total		361	311	790	895	2,357
Cancel and Suppression Request	Bank Representative Cancelled	44	107	109	6	266
	Bank Representative Request			1		1
	Cancel Confirmation	64	40	36	35	175
	Cancel per Member Request	220	219	265	286	990
	Disputing Enrollment	593	517	205		1,315
	Previously Called to Cancelled	31	30	36	20	117
Cancel and Suppression Request Total		952	913	652	347	2,864
Compliments	Customer Service Compliment	2	2	2		6
Compliments Total		2	2	2		6
Escalated Request and Serviceing Issues	Customer Service Complaint	36	27	28	15	106
	Official Complaint	1	12	35	45	93
	Servicing Error - Alert			1		1
	Servicing Error - Enrollment Problem			1		1
	Servicing Error - Provider Compliance	1	1			2
Escalated Request and Serviceing Issues Total		38	40	65	60	203
Information Request	Benefit - Servicing Information	25	38	26	35	124
	Credit Report Request and Status	6	8	1	7	22
	Filing Fraud Liability Claim	2				2
	Information Requested				1	1
	Rebate Inquiry	11	7	6	14	38
	Trip Routing				1	1
Information Request Total		44	53	33	58	188
Membership Not Found	Membership Not Found	39	8	14	5	66
Membership Not Found Total		39	8	14	5	66
Premium and Fulfillment	Excessive Premium Fulfillment			1		1
	Fulfillment Not Received	9	7	3	4	23
Premium and Fulfillment Total		9	7	4	4	24
Grand Total		1,445	1,334	1,560	1,369	5,708