



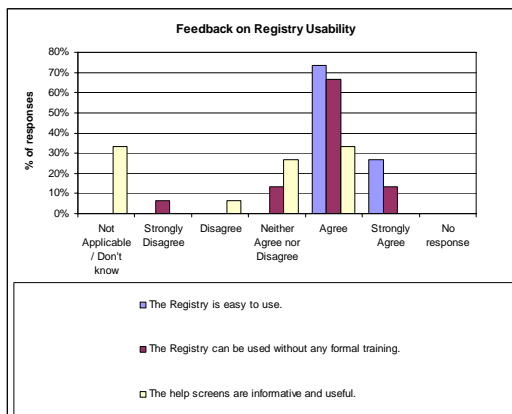
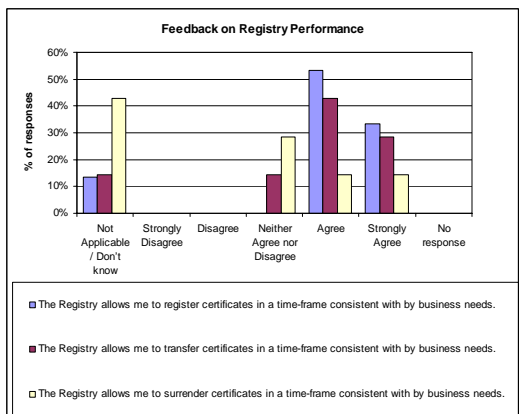
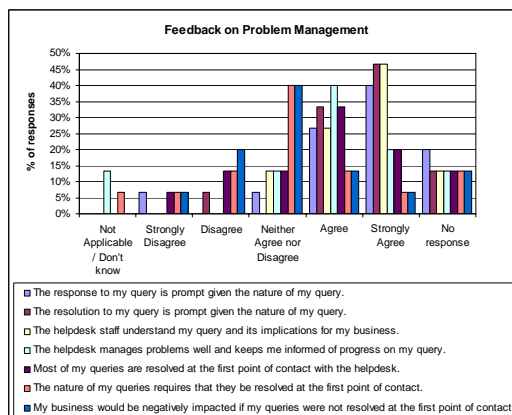
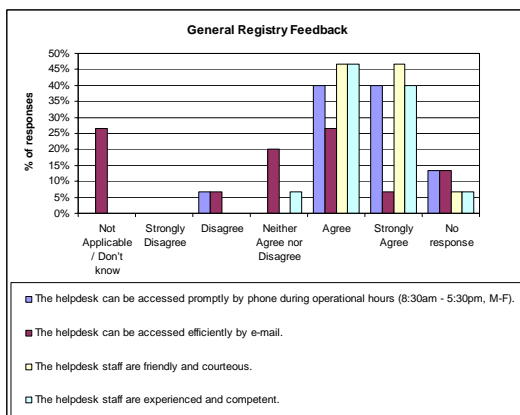
# GGAS REGISTRY

## CUSTOMER SATISFACTION SURVEY 2005

LogicaCMG, as the IT Services provider for the GGAS Registry undertook a survey of Registry users in July 2005. The Survey asked for information about usage patterns and user-friendliness of the Registry and helpdesk. The Survey was conducted in an anonymous manner, and no specific response from a single user was identified to the Scheme Administrator. Overall, the response was very positive. The following is a summary of the key findings.

- Most respondents agreed that the helpdesk was accessible and effective in providing prompt resolution to their enquiries.
- Most respondents agreed that the Registry was available during business hours and the performance of the Registry met their business needs.
- Most respondents found the Registry easy to use and provides the functions required for them to participate in the Scheme.

The key responses are summarised in the following charts.



In addition, respondents were given the opportunity to provide other comments and general feedback on the Registry. The Scheme Administrator has considered this feedback and action is being taken to address the items raised. In addition, some "how to" information is currently being prepared and will be made available on the Registry in due course.

The Registry Customer Satisfaction Survey is an annual undertaking and all users of the Registry are encouraged to participate in the 2006 Survey, scheduled for mid-year.