



	2009			2010									2011						2007/8	2008/9	09/10	10/11							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
By paper	0%	100%	100%	100%	100%	100%	100%	100%	100%	99%	99%	98%	65%	26%												100%	100%	91%	46%
By web	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	2%	2%	35%	74%												0%	0%	0%	55%

AVERAGE