

	Visits		Issues + Internet		New Borrowers		Customers Per Hour	
	2010	2011	2010	2011	2010	2011	2010	2011
January	1,256	1,328	2,136	1,841	26	22	9.2	10.0
February	1,439	1,417	2,296	1,693	28	32	9.9	9.8
March	1,618	1,693	2,276	2,126	28	26	10.1	10.1
April	1,603	1,642	2,468	2,233	14	18	10.8	12.0
May	1,533	1,420	1,804	1,935	26	23	10.3	9.8
June	1,721	1,325	2,277	1,843	23	13	10.7	9.2
July	1,703	1,484	2,209	2,012	26	16	10.6	10.3
August	1,625	1,447	2,157	1,748	32	18	11	8
September	1,658	1,033	2,157	2,178	23	26	10	5
October	1,613	1,486	2,157	1,631	23	17	10	8
November	1,017	1,378	1,897	1,551	13	24	6.7	5.4
To Date	12,498	11,756	17,623	15,431	203	168	10.3	9.9

(Average)

(-) 6%                      (-) 12%                      (-) 17%                      (-) 4%



