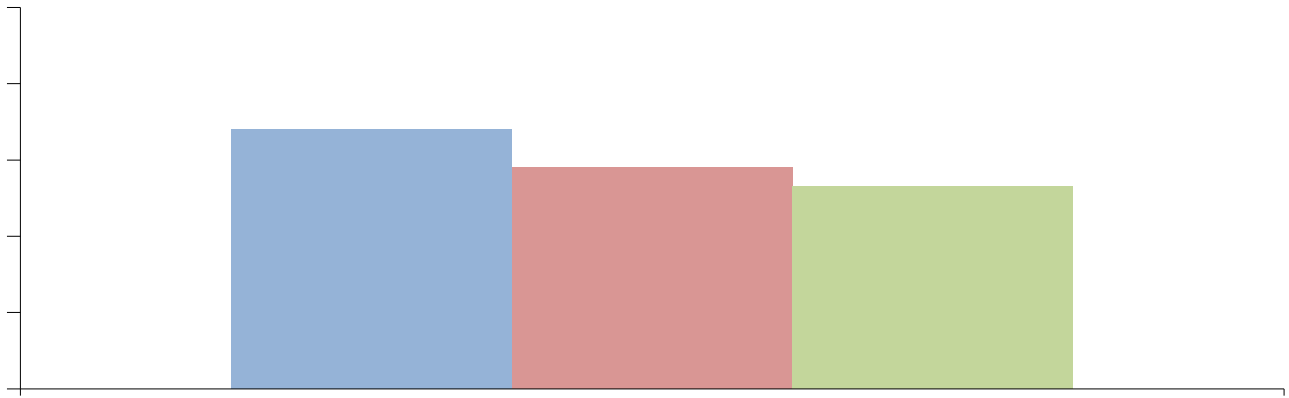


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Operational metrics, trends and service levels



Average number of calls answered per beneficiary per annum



