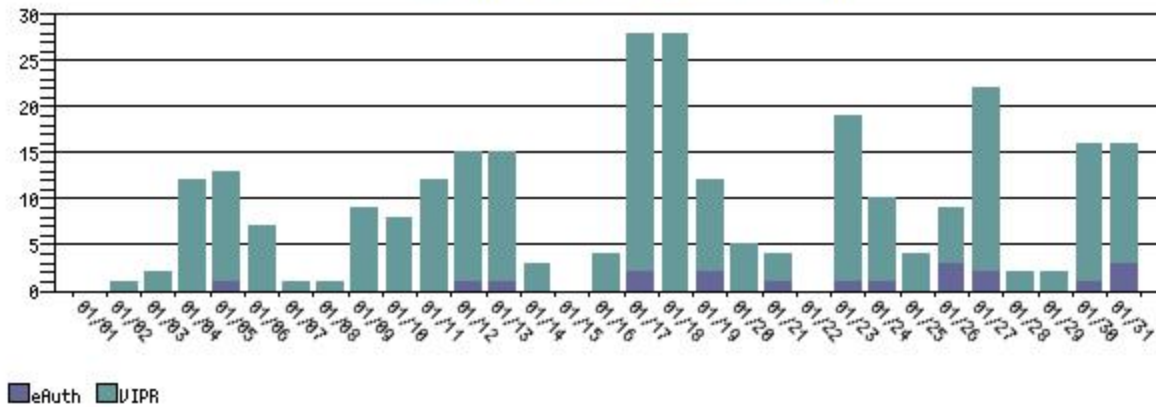


Support Requests Created by Day

Support Requests by Application



| Interval | Tickets eAuth | VIPR |
|--------------|------------------|------------|
| 01/01 | 0 | 0 |
| 01/02 | 0 | 1 |
| 01/03 | 0 | 2 |
| 01/04 | 0 | 12 |
| 01/05 | 1 | 12 |
| 01/06 | 0 | 7 |
| 01/07 | 0 | 1 |
| 01/08 | 0 | 1 |
| 01/09 | 0 | 9 |
| 01/10 | 0 | 8 |
| 01/11 | 0 | 12 |
| 01/12 | 1 | 14 |
| 01/13 | 1 | 14 |
| 01/14 | 0 | 3 |
| 01/15 | 0 | 0 |
| 01/16 | 0 | 4 |
| 01/17 | 2 | 26 |
| 01/18 | 0 | 28 |
| 01/19 | 2 | 10 |
| 01/20 | 0 | 5 |
| 01/21 | 1 | 3 |
| 01/22 | 0 | 0 |
| 01/23 | 1 | 18 |
| 01/24 | 1 | 9 |
| 01/25 | 0 | 4 |
| 01/26 | 3 | 6 |
| 01/27 | 2 | 20 |
| 01/28 | 0 | 2 |
| 01/29 | 0 | 2 |
| 01/30 | 1 | 15 |
| 01/31 | 3 | 13 |
| Total | 19 | 261 |

Record Count: 31