

ALL CONTACTS SUMMARY - 2000/2001	Period April 1st, 2000 to March 31st, 2001																								
	Q1-2000/2001					Q2-2000/2001					Q3-2000/2001					Q4-2000/2001					YTD-2000/2001				
	INQUIRIES		COMPLAINTS	TOTAL		INQUIRIES		COMPLAINTS	TOTAL		INQUIRIES		COMPLAINTS	TOTAL		INQUIRIES		COMPLAINTS	TOTAL		INQUIRIES		COMPLAINTS	TOTAL	
	Phone	E-Mails	RECEIVED	#	%	Phone	E-Mails	RECEIVED	#	%	Phone	E-Mails	RECEIVED	#	%	Phone	E-Mails	RECEIVED	#	%	Phone	E-Mails	RECEIVED	#	%
Account Handling or Suitability or Conflict of Interest and/or "Know YourClient"		13	68	81	2%		5	68	73	1%		4	53	57	1%	101	8	75	184	2%	101	30	264	395	2%
Admin Proceedings or Hearings or Investigations	100	31	0	133	4%	123	85	0	208	3%		32	0	32	1%	24	6	6	36	0%	247	154	6	409	2%
Complaint Process or Status	310	45	0	355	10%	47	49	0	96	2%	82	68	0	150	2%	60	126	1	187	2%	499	288	1	788	3%
Continuous Disclosure		14	9	23	1%	330	43	21	394	6%		35	9	44	1%	103	42	6	151	2%	433	134	45	612	2%
Customer Service or Fees Charged or Operational Issues or Account Transfer problems		26	18	44	1%		15	26	41	1%		21	28	49	1%	38	25	27	90	1%	38	87	99	224	1%
General (including Where to Find Info, Forms & Publications)	807	104		922	26%	2954	155		3109	51%	3,249	200		3,477	57%	6,087	137		6,232	66%	13,097	596		13,740	55%
Insider Trading/Self-Dealing Allegations		41	2	43	1%		69	5	74	1%		4	1	5	0%	15	85	6	106	1%	15	199	14	228	1%
Penny Stock Dealers		20	4	24	1%		43	28	71	1%		30	9	39	1%	79	56	2	137	1%	79	149	43	271	1%
Policy or Legislation Related and Interpretation		100		106	3%		38	0	38	1%		46	13	59	1%	170	22	10	202	2%	170	206	23	405	2%
Prospectus and Exemptions & Related Filings	209	14		227	6%	329	26	2	357	6%	598	38	1	637	10%	119	20	2	141	2%	1,255	98	5	1,362	5%
Registration Matters	865	140	24	1,036	29%	1165	118	12	1295	21%	848	143	10	1,001	16%	554	189	10	753	8%	3,432	590	56	4,085	16%
Reporting Issuer Matters (including Cease Trade Orders, Default companies, Corporate Governance or Shareholder Rights)		83	1	84	2%		81	7	88	1%		63	10	73	1%	168	97	39	304	3%	168	324	57	549	2%
Scams and Fraudulent Activities		15		15	0%		18	23	41	1%		27	15	42	1%	30	40	21	91	1%	30	100	59	189	1%
Take-Over & Issuer Bids and Related Party Transactions		1	1	2	0%		7	2	9	0%		9	2	11	0%	24	8	2	34	0%	24	25	7	56	0%
Other	375	50	6	433	12%	53	70	5	162	3%	210	176	3	389	6%	427	283	7	717	8%	1,065	579	21	1,701	7%
IDA Complaints			29	29	1%			22	22	0%			24	0%			15	15	0%			90	90	0%	
TOTAL	2,666	697	162	3,557	100%	5,001	822	221	6,078	100%	4,987	896	178	6,089	100%	7,999	1,144	229	9,380	100%	20,653	3,559	790	25,104	100%