

ALL CONTACTS SUMMARY 2001/2002	Period April 1, 2001 to March 31st, 2002																								
	Q1-2001/2002					Q2-2001/2002					Q3-2001/2002					Q4-2001/2002					YTD-2001/2002				
	INQUIRIES		COMPLAINTS RECEIVED	TOTAL		INQUIRIES		COMPLAINTS RECEIVED	TOTAL		INQUIRIES		COMPLAINTS RECEIVED	TOTAL		INQUIRIES		COMPLAINTS RECEIVED	TOTAL		INQUIRIES		COMPLAINTS RECEIVED	TOTAL	
	Phone	E-Mails		#	%	Phone	E-Mails		#	%	Phone	E-Mails		#	%	Phone	E-Mails		#	%	Phone	E-Mails		#	%
Account Handling or Suitability or Conflict of Interest and/or " Know Your Client "	67	11	64	142	2%	27	11	39	77	1%	20	5	32	57	1%	17	8	28	53	1%	131	35	163	329	1%
Admin Proceedings or Hearings or Investigations	21	19	5	45	0%	177	22	12	211	2%	58	17	18	93	1%	39	54	7	100	1%	295	112	42	449	1%
Complaint Process or Status	62	71	6	139	2%	35	12	1	48	1%	66	18	0	84	1%	68	16	5	89	1%	231	117	12	360	1%
Continuous Disclosure	168	66	11	245	3%	69	24	8	101	1%	69	37	2	108	1%	72	36	4	112	1%	378	163	25	566	2%
Customer Service or Fees Charged or Operational Issues or Account Transfer problems	65	17	70	152	2%	48	23	61	132	2%	33	27	42	102	1%	43	55	44	142	1%	189	122	217	528	1%
General (including Where to Find Info, Forms & Publications)	6,262	190		6,452	70%	6,184	218		6,402	75%	6,206	185		6,391	67%	7,184	235		7,419	75%	25,836	828		26,664	72%
Insider Trading/Self-Dealing Allegations	45	10	1	56	1%	14	5	5	24	0%	4	2	3	9	0%	6	0	0	6	0%	69	17	9	95	0%
Penny Stock Dealers	60	34	2	96	1%	24	37	1	62	1%	59	38	1	98	1%	103	76	5	184	2%	246	185	9	440	1%
Policy or Legislation Related & Interpretation	183	13	21	217	2%	100	33	4	137	2%	169	31	2	202	2%	87	21	9	117	1%	539	98	36	673	2%
Prospectus and Exemptions & related Filings	140	48	2	190	2%	98	38	3	139	2%	108	66	3	177	2%	145	42	3	190	2%	491	194	11	696	2%
Registration Matters	414	193	10	617	7%	305	167	11	483	6%	392	190	13	595	6%	416	217	22	655	7%	1,527	767	56	2,350	6%
Reporting Issuer Matters (including Cease Trade Orders, Default Companies, Corporate Governance or Shareholder Rights)	189	130	18	337	4%	121	158	14	293	3%	113	183	13	309	3%	177	191	16	384	4%	600	662	61	1,323	4%
Scams and Fraudulent Activities	29	51	27	107	1%	25	30	23	78	1%	13	28	17	58	1%	23	31	29	83	1%	90	140	96	326	1%
Take-Over & Issuer Bids and Related Party Transactions	30	15	8	53	1%	13	10	8	31	0%	16	10	10	36	0%	5	6	5	16	0%	64	41	31	136	0%
Other	121	247	5	373	4%	123	213	29	365	4%	571	599	20	1,190	13%	173	217	12	402	4%	988	1,276	66	2,330	6%
TOTAL	7,856	1,115	250	9,221	100%	7,363	1,001	219	8,583	100%	7,897	1,437	176	9,510	100%	8,558	1,205	189	9,952	100%	31,674	4,758	834	37,266	100%
Of the TOTAL Above, How many are IDA Complaints?			19					24					14					15					72		