

ALL CONTACTS SUMMARY - 2002/2003	Period April 1st, 2002 to March 31st, 2003																								
	Q1-2002/2003					Q2-2002/2003					Q3-2002/2003					Q4-2002/2003					YTD-2000/2003				
	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 YourClient"	19	6	27	52	1%	24	7	33	64	1%	46	11	44	101	1%	36	13	47	96	1%	125	37	151	313	1%
Admin Proceedings or Hearings or Investigations	21	26	5	52	1%	33	56	6	95	1%	61	26	4	91	1%	48	26	0	74	1%	163	134	15	312	1%
Complaint Process or Status	66	28	1	95	1%	175	45	2	222	3%	166	22	2	190	2%	162	40	2	204	2%	569	135	7	711	2%
Continuous Disclosure	85	48	8	141	2%	83	65	21	169	2%	117	39	4	160	2%	156	65	2	223	2%	441	217	35	693	2%
Customer Service or Fees Charged or Operational Issues or Account Transfer problems	25	29	33	87	1%	51	35	54	140	2%	71	41	27	139	2%	94	50	35	179	2%	241	155	149	545	2%
General (including Where to Find Info, Forms & Publications)	5901	229		6130	74%	4547	243		4790	59%	3217	191		3408	41%	3912	209		4121	46%	17577	872		18449	55%
Insider Reports & Information		0				57	32		89	1%	219	95		314	4%	319	127		446	5%	595	254		849	3%
Insider Trading/Self-Dealing Allegations	20	17	3	40	0%	21	7	5	33	0%	17	12	3	32	0%	20	12	1	33	0%	78	48	12	138	0%
Investor Education & Kits (including Publications line)	0	0	0	0	0%	14	5	0	19	0%	1276	51	3	1330	16%	233	41	1	275	3%	1523	97	4	1624	5%
Penny Stock Dealers	62	18	3	83	1%	41	22	1	64	1%	50	27	2	79	1%	92	40	2	134	2%	245	107	8	360	1%
Policy or Legislation Related and Interpretation	109	34	11	154	2%	226	82	7	315	4%	225	81	8	314	4%	275	70	8	353	4%	835	267	34	1136	3%
Prospectus and Exemptions & Related Filings	132	44	6	182	2%	125	54	5	184	2%	157	75	1	233	3%	198	74	5	277	3%	612	247	17	876	3%
Records Request	118	0		118	1%	149			149	2%	141	0		141	2%	170	0		170	2%	578	0		578	2%
Registration Matters	361	141	17	519	6%	602	192	14	808	10%	664	203	14	881	11%	935	301	16	1252	14%	2562	837	61	3460	10%
Reporting issuer matters (including Cease Trade Orders, Default companies, Corporate Governance or Shareholder Rights)	160	105	12	277	3%	269	152	14	435	5%	292	206	26	524	6%	261	179	25	465	5%	982	642	77	1701	5%
Scams and Fraudulent Activities	24	31	27	82	1%	41	81	27	149	2%	32	70	25	127	2%	34	102	20	156	2%	131	284	99	514	2%
Take-Over & Issuer Bids and Related Party Transactions	13	14	6	33	0%	16	5	2	23	0%	18	4	1	23	0%	33	8	10	51	1%	80	31	19	130	0%
NRD *																78			78	1%	78			78	
FEES (13-502) *																57			57	1%	57			57	
Other	60	218	17	295	4%	72	221	10	303	4%	117		12	129	2%	105	154	18	277	3%	354	593	57	1004	3%
TOTAL	7,176	988	176	8,340	100%	6,546	1,304	201	8,051	100%	6,886	1,154	176	8,216	100%	7,218	1,511	192	8,921	100%	27,826	4,957	745	33,528	100%
Of the TOTAL Above, How many are IDA Complaints?			19					19					15					12					65		