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**Date:** 8/19/2002 12:55:48 PM

**Subject:** Transaction Performance - Phoenix System

**Attachments:** transaction volumes rollout2.xls

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Nic,

The attached spreadsheet is in addition to information forwarded to you on Friday. This spreadsheet shows the number of transactions processed on the Phoenix system since the initial rollout date of August 5. Please be aware that only 6 offices were open on Aug 5 and 6, 36 were open on Aug 7, and all offices opened on Aug 8. If you have any questions, please let me know.

Thanks,  
Marcia