

UNIVERSITY OF CALIFORNIA**WORKLOAD VOLUME**

This represents a summary of the monthly averages of items processed.

	Monthly Average
Forms Processed*	1,722
Borrower Correspondence	168
Borrower Calls**	2,562
Customer Adjustments*	566
Customer Calls*	123

* Statistics were compiled for period November '02 - November '03
(13 months)

** Statistics were compiled for period January '03 - December '03
(12 months)

CHART 7