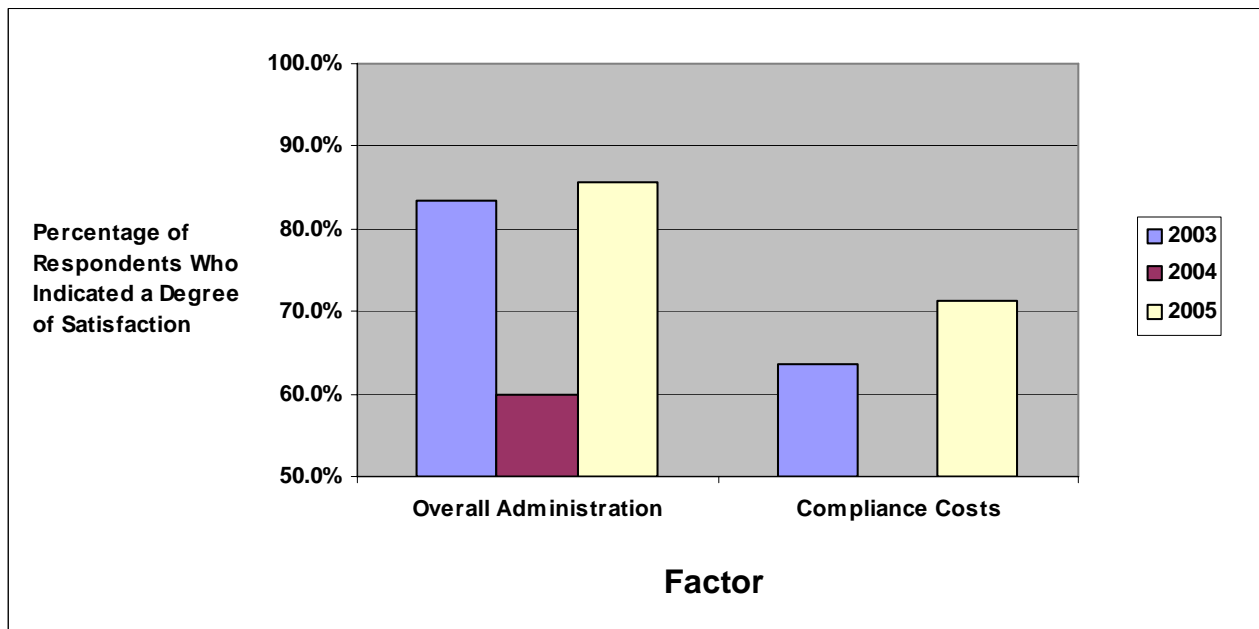


### Results Comparison for the Years 2003 to 2005



Note: No bar is shown where fewer than 5 responses were received

### Summary of Client Comments and Suggestions Provided on the 2005 Survey

Similar comments were combined and the number of times the comment was received is noted in parenthesis.

- The paper for gas vouchers should be of better quality. After scratching the card, the name & card number are difficult to read. (1)
- The small number of approved POSS software suppliers has resulted in somewhat of a monopoly, which allows them to charge a high price for the POSS software. There should be more software suppliers. (1)
- The delay in payment of rebates to AITE retailers when there is a statutory holiday is unacceptable. (1)
- Overrides to purchase limits for cultural ceremonies or wakes have not been honored. (1)
- The purchase limits result in losses for retailers when consumers purchase tobacco at a number of different retailers within a short period of time. Retailers have no way of verifying whether the consumer is eligible, but rebate claims are denied. (1)