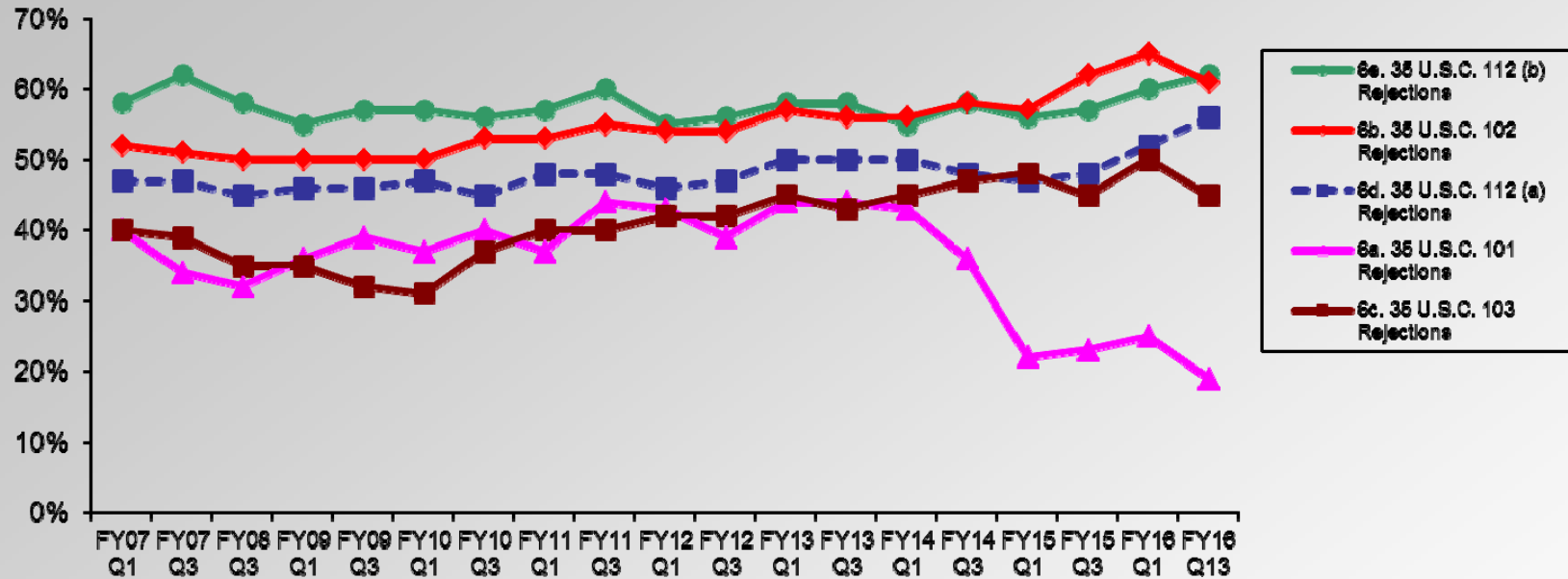


Frequency of Technically, Legally, and Logically Sound Rejections (Percent reporting “most” or “all” of the time)



Across all survey periods, customers who experienced 102 rejections, and 112 (b) rejections were most likely to report that those rejections were sound “most” or “all” of the time. Those who experienced 101 rejections were least likely to report that the rejections were sound “most” or “all” of the time.

As shown in the line graph, the percentage of customers who experienced 112 (a) or (b) rejections and who reported that these rejections were sound most or all of the time increased significantly between FY16-Q1 and FY-16Q3.

Note 1: For FY16-Q3, 76.7% of customers were able to provide a judgment on item 6a. Thus the data are based on a smaller portion of the sample than other data provided in this report.

Note 2: For FY16-Q3, when examining differences across items 6a through 6e, most of the comparisons are significantly different at $p < .001$, except 6b vs. 6d ($p < 0.05$) and 6b vs. 6e (not significant).

Note 3: The typical confidence interval for these data is $\pm 3.8\%$.