

## Contact Method – 380 unique tickets/out of 1178 transactions in November 2024

| No Data                     | 671 | 57%   |
|-----------------------------|-----|-------|
| chatbot                     | 8   | 0.7%  |
| DLC Recommendation/ILL form | 129 | 11%   |
| email                       | 263 | 22.3% |
| postal mail                 | 24  | 2%    |
| SMS/text                    | 72  | 6.1%  |
| telephone/voicemail         | 11  | 0.9%  |