

Exhibit SNAP-5: Historical SNAP Cardholder Help Desk Data

Month	IVR Calls Offered	IVR Calls Answered	IVR Average Call Time (mm:ss)	IVR PINs Selected	CSR Opt Out Calls	CSR Opt Out Percentage	CSR Average Talk Time (mm:ss)
201501	817,358	817,358	0:55	10,519	7,774	0.95%	2:37
201502	675,412	675,412	0:53	9,599	6,150	0.91%	2:39
201503	771,049	771,049	0:52	10,375	7,195	0.93%	2:34
201504	761,713	761,713	0:52	10,489	7,233	0.95%	2:36
201505	782,311	782,311	0:52	10,925	7,706	0.99%	2:48
201506	780,684	780,684	0:53	12,277	7,889	1.01%	2:54
201507	818,233	818,233	0:54	13,069	8,688	1.06%	2:50
201508	821,590	821,590	0:53	14,148	8,419	1.02%	2:46
201509	800,805	800,805	0:53	13,035	8,115	1.01%	2:43
201510	803,988	803,988	0:53	12,381	8,386	1.04%	2:46
201511	777,765	777,765	0:53	11,159	7,939	1.02%	2:48
201512	781,981	781,981	0:53	10,471	7,381	0.94%	2:51