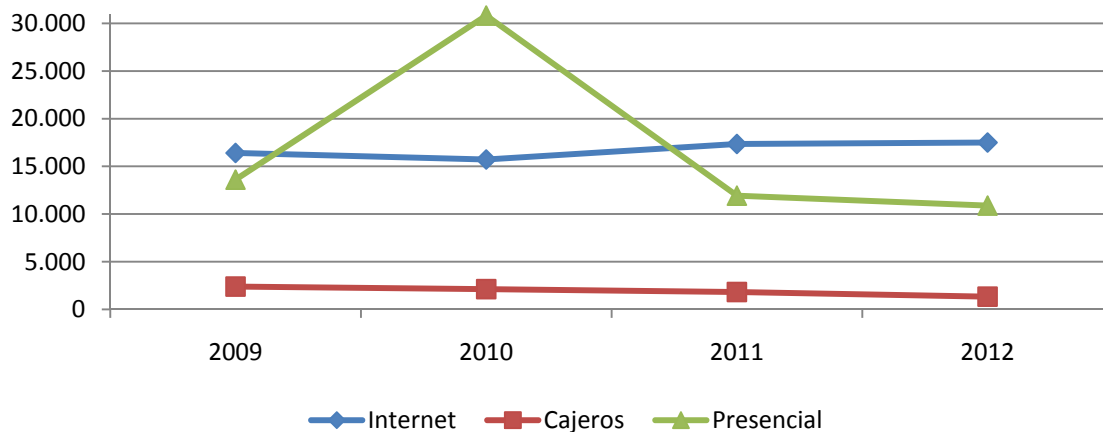




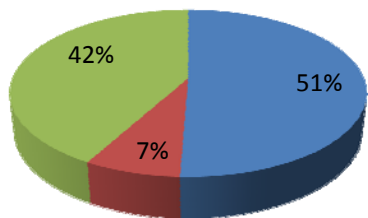
ESTADÍSTICAS DE USOS

RESERVAS POR TIPO DE CANAL:

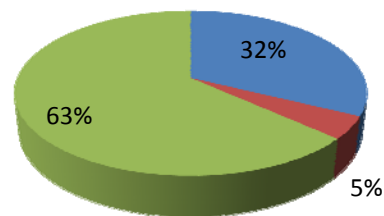
	2009	2010	2011	2012
Internet	16.407	15.721	17.347	17.505
Cajeros	2.401	2.129	1.823	1.340
Presencial	13.608	30.803	11.924	10.886
Total	32.416	46.524	31.094	29.731



Evolución 2009-2012

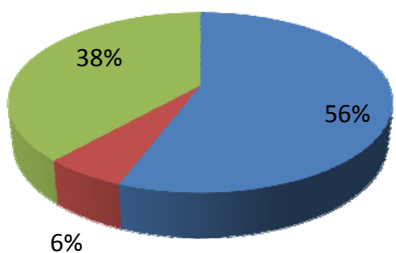


■ Internet ■ Cajeros ■ Presencial



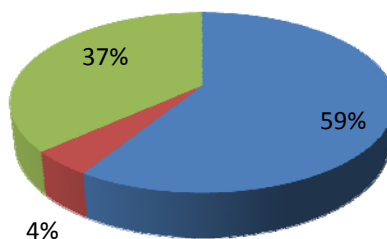
■ Internet ■ Cajeros ■ Presencial

2009



■ Internet ■ Cajeros ■ Presencial

2010



■ Internet ■ Cajeros ■ Presencial

2011

2012