

EXHIBIT 11

SUMMARY OF VOLUMES OF INFORMATION PROCESSED BY UIA

Incoming

| | | |
|---------------------------|---|---------------|
| Letters received | - | 5-20 per day |
| Periodicals received | - | 20-40 per day |
| Questionnaire/reply cards | - | 1-50 per day |
| Orders | - | 10-20 per day |
| Payments | - | 10-20 per day |

Outgoing

| | | |
|-----------------------------------|---|----------------------------------|
| Letters | - | 1-30 per day |
| Publications - magazine (monthly) | - | 200 calendar entries |
| | - | 130 bibliography entries |
| | - | 30 Yearbook entries (quarterly) |
| | - | 2000 calendar entries (annually) |
| - Yearbook (2 yearly) | - | 2500 organization entries |
| Orders | - | 1 per day |
| Payments | - | 1 per day |
| Advertising leaflets | - | 10 per day |

Stored

| | | |
|------------------------------|---|---------------------------|
| Addressograph plates | - | 7000 active (5000 unused) |
| Customers | - | 1000-2000 |
| Monthly magazine circulation | - | 3000-5000 |

EXHIBIT 12

SUMMARY OF RETRIEVAL VOLUMES

| | <u>Current files</u> | <u>Historical files</u> |
|-------------------------------------|----------------------|-------------------------|
| <u>Documentation</u> | | |
| Incoming - calendar detail requests | 1/day | 1/month |
| - yearbook detail requests | 1/day | 1/month |
| - bibliography detail requests | 1/week | 1-3/month |
| <u>Invoices, etc.</u> | | |
| Incoming - invoice detail requests | 3/day | 1/month |
| - payment detail requests | 1/week | --- |