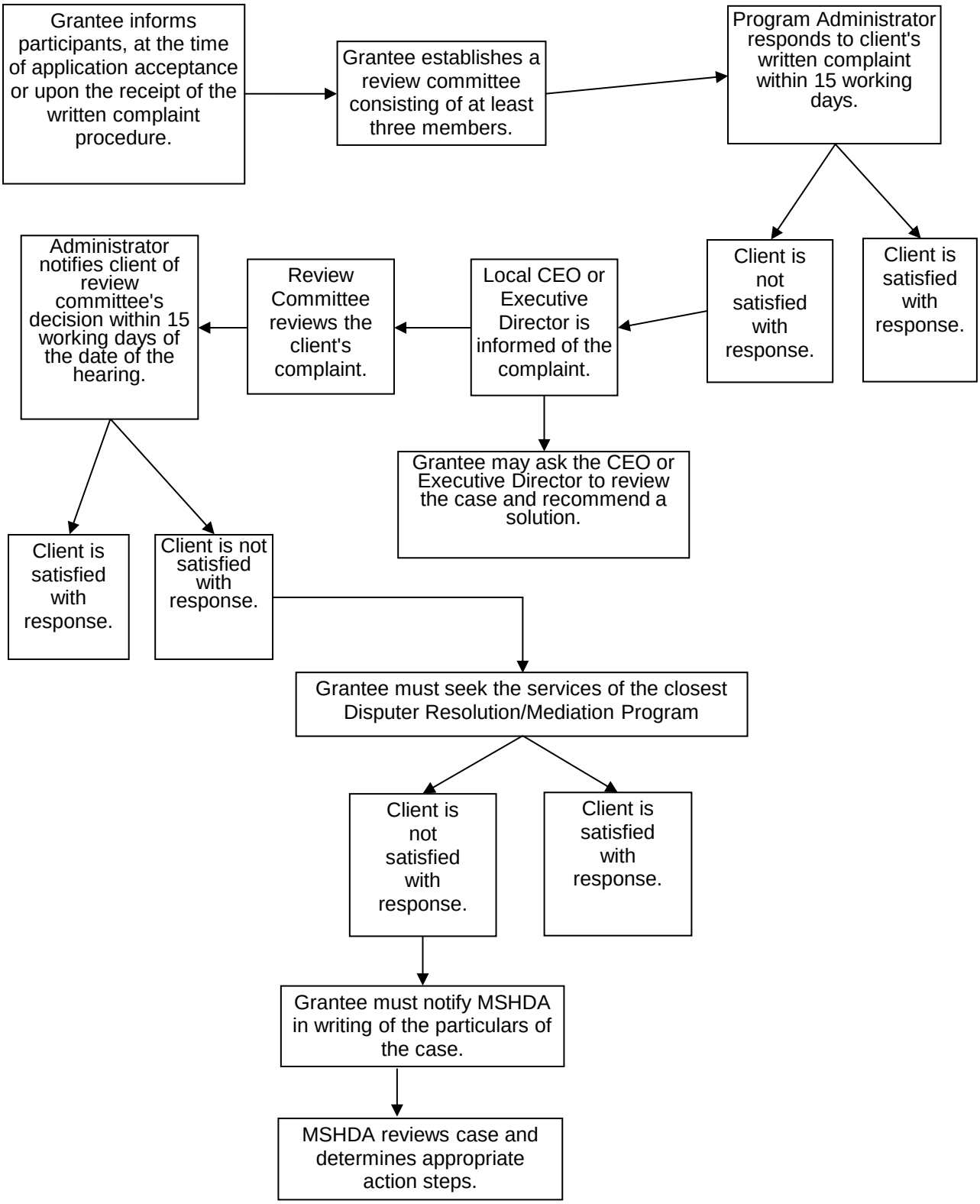
Attachment A

CLIENT COMPLAINT PROCEDURE