

File A:

This is the old file system that the company used to use before they incorporated a new one. The original file is encoded using the UTF-8 Unicode encoding and the XML standard this file conforms to is version 1.0. The file contains details about complaints they received from customers against financial institutions. It contains the following details:

- 1) All complaints are assigned a unique id
- 2) The element “event” gives information regarding the date a complaint was received by the government agency when it was forwarded to the respective financial institutions.
- 3) Details about the type of product/service which the customer had an issue with
- 4) A detail description of the complaint
- 5) The company against which the complaint was lodged and the details about where the company is located(state and zip code)
- 6) Mode of submission of the complaint
- 7) Whether there was a timely response. What was the response to the complaint(Was it resolved?)

File B:

This is the new file system that the government agency is using/will be using to manage complaints against financial institutions. It is also encoded using the UTF-8 Unicode encoding. It is similar in structure(has same details) to file A other than minor changes with element/attribute consideration and data loss.

MD5 checksum for original File A - c7da0a8325777dd96624067398c352fb

MD5 checksum for original File B - 2e1603acf8a3fe12b2d82dc4c6dcacc1