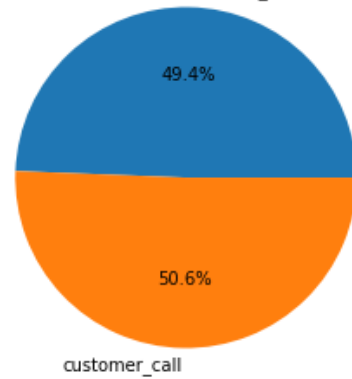


complaints received via Internet and Customer Care



IMAGES FOR THE WRITTEN CODE