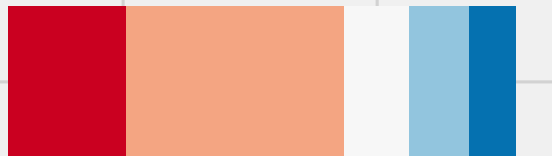


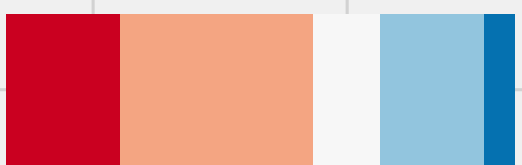
**The registration
process for KLIP
should be improved**



**I am aware of
exactly when I
should receive a
payout or not**



**Communication/
Feedback on KLIP
related matters
from the provider is
regular**



-50

0

50



Strongly Disagree



Disagree



Neutral



Agree



Strongly Agree