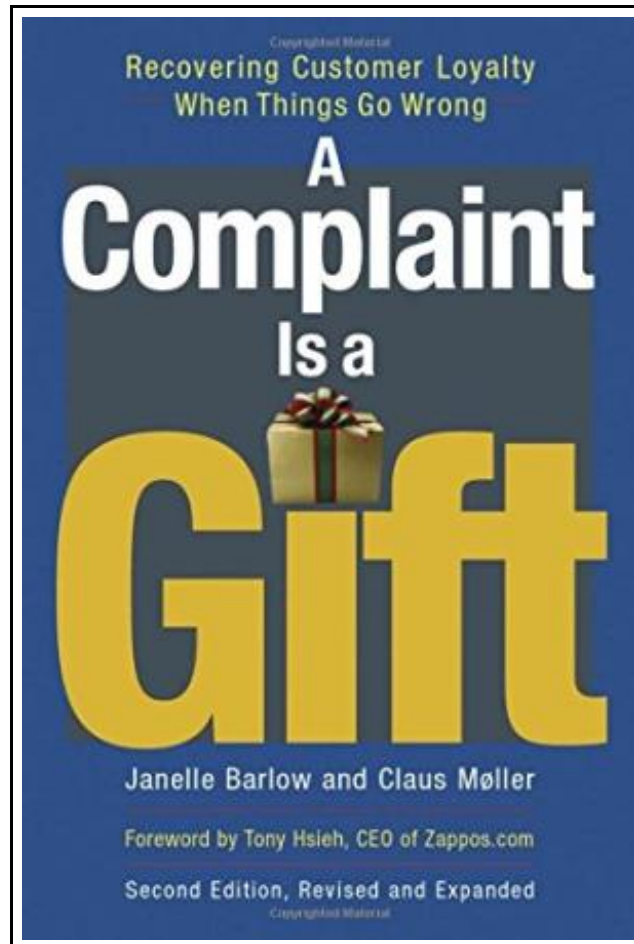


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(Meagan Roob)*

A COMPLAINT IS A GIFT: RECOVERING CUSTOMER LOYALTY WHEN THINGS GO WRONG

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