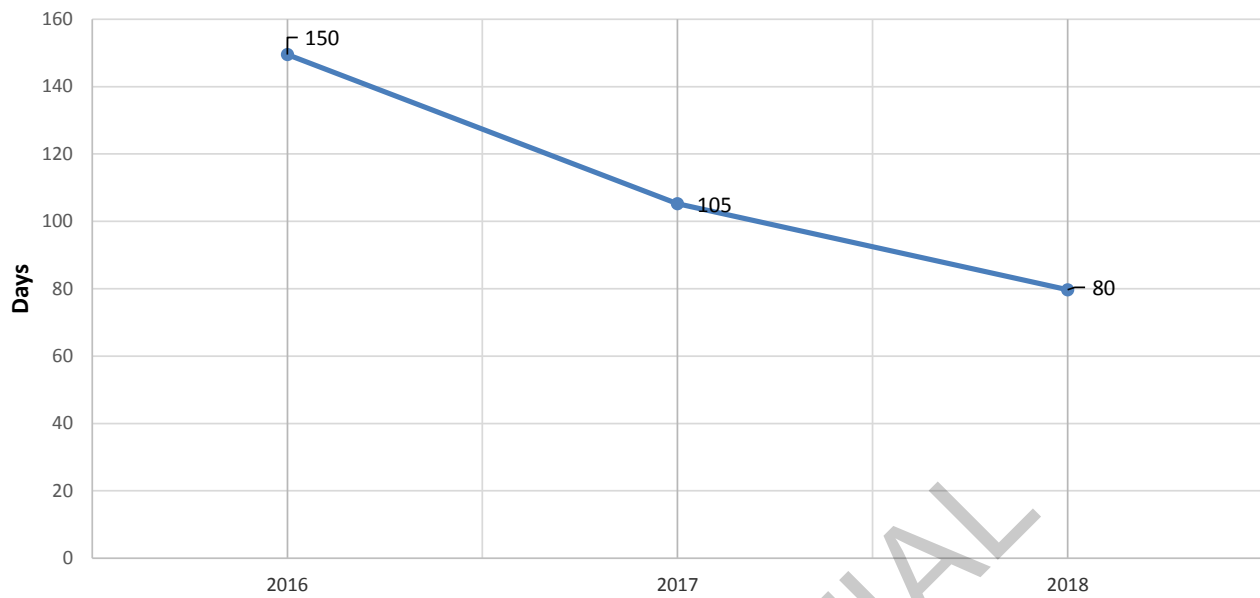


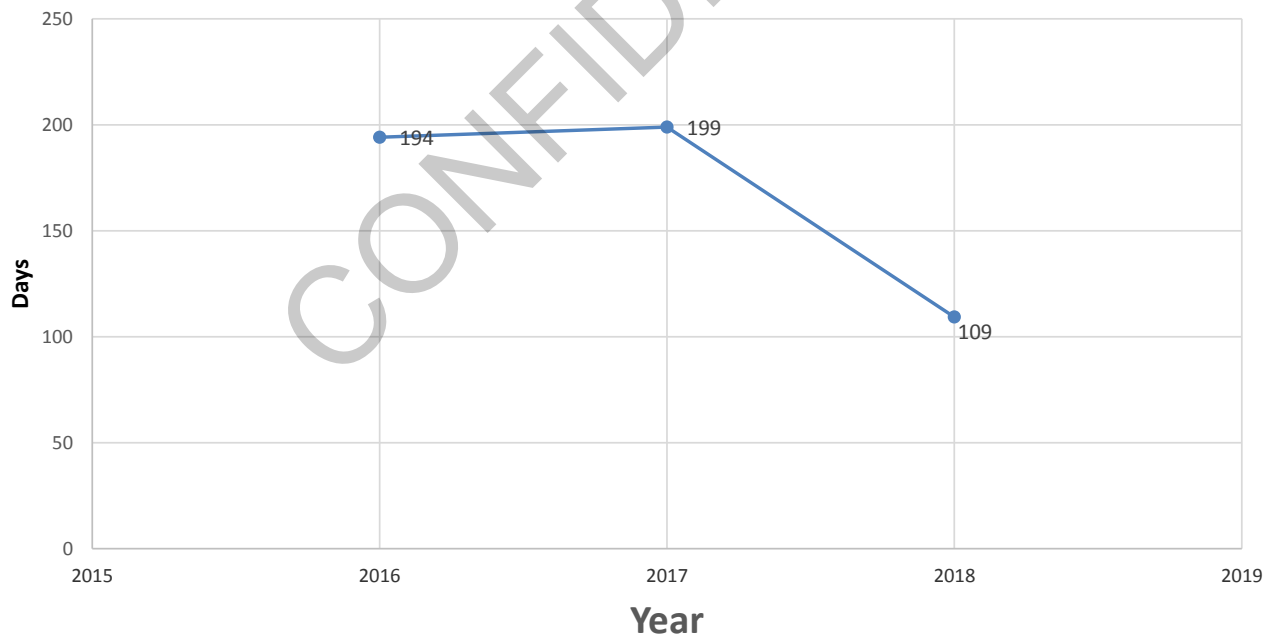
Days Opened per Complaint



(*) Annualized Total

—●— Days Opened per Complaint

Days Opened per CAPA



(*) Annualized Total

—●— Days Opened per CAPA