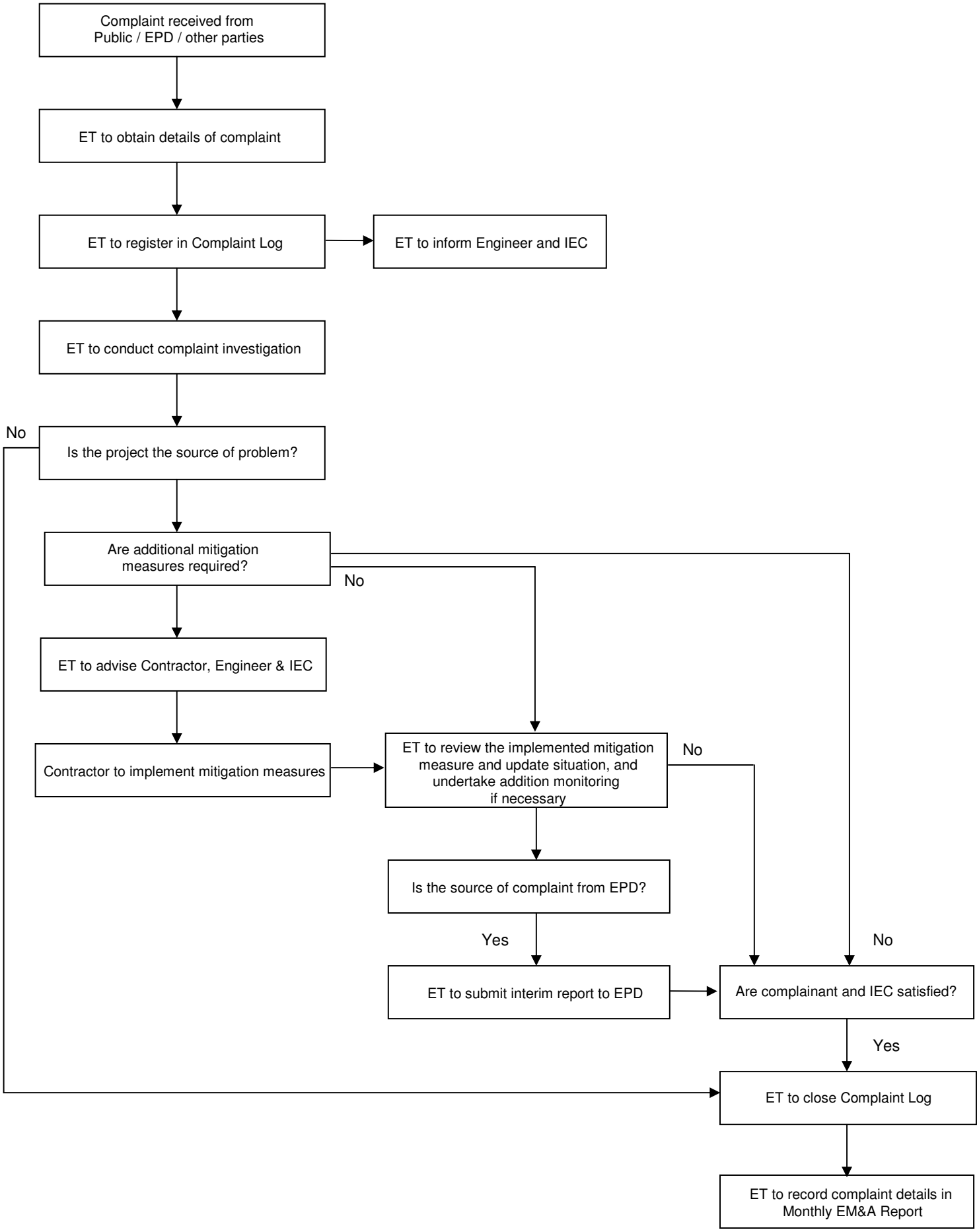
Appendix 7.1

Complaint Handling Procedures