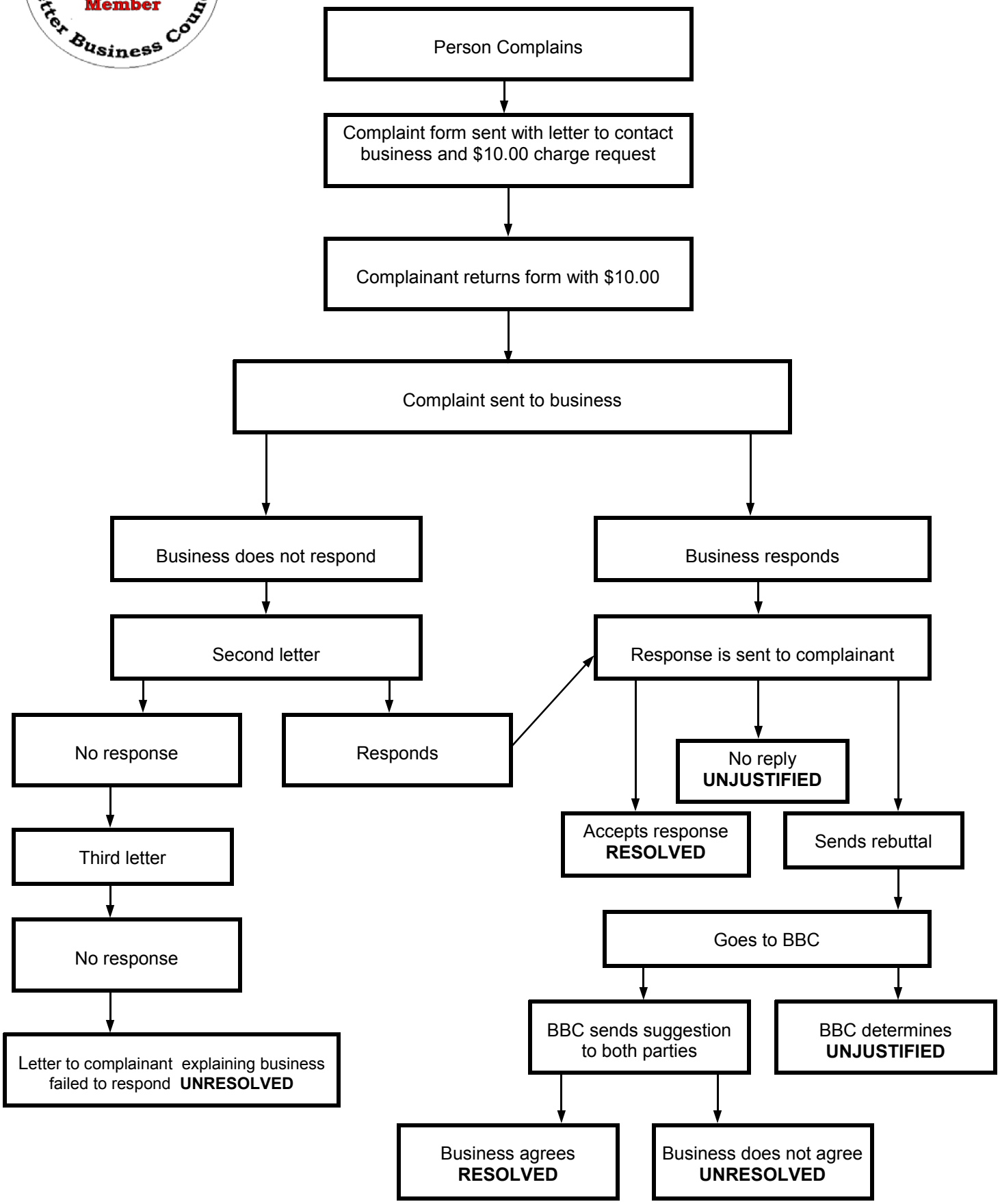
COMPLAINT PROCEDURES AND STATUS



Amended 12/04