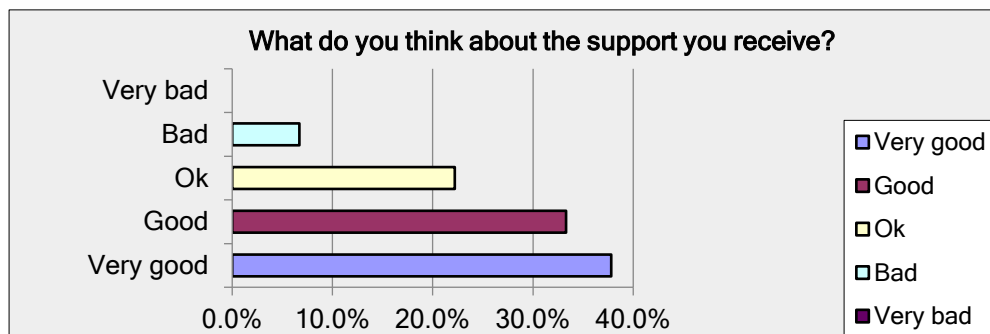
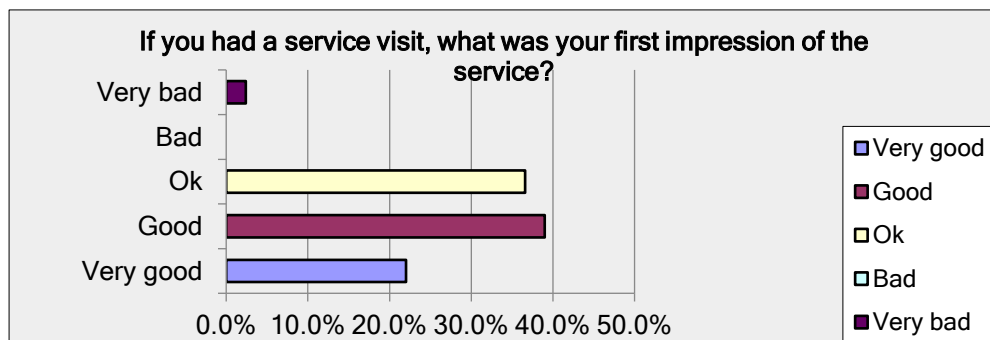


Appendix 1



Service satisfaction

