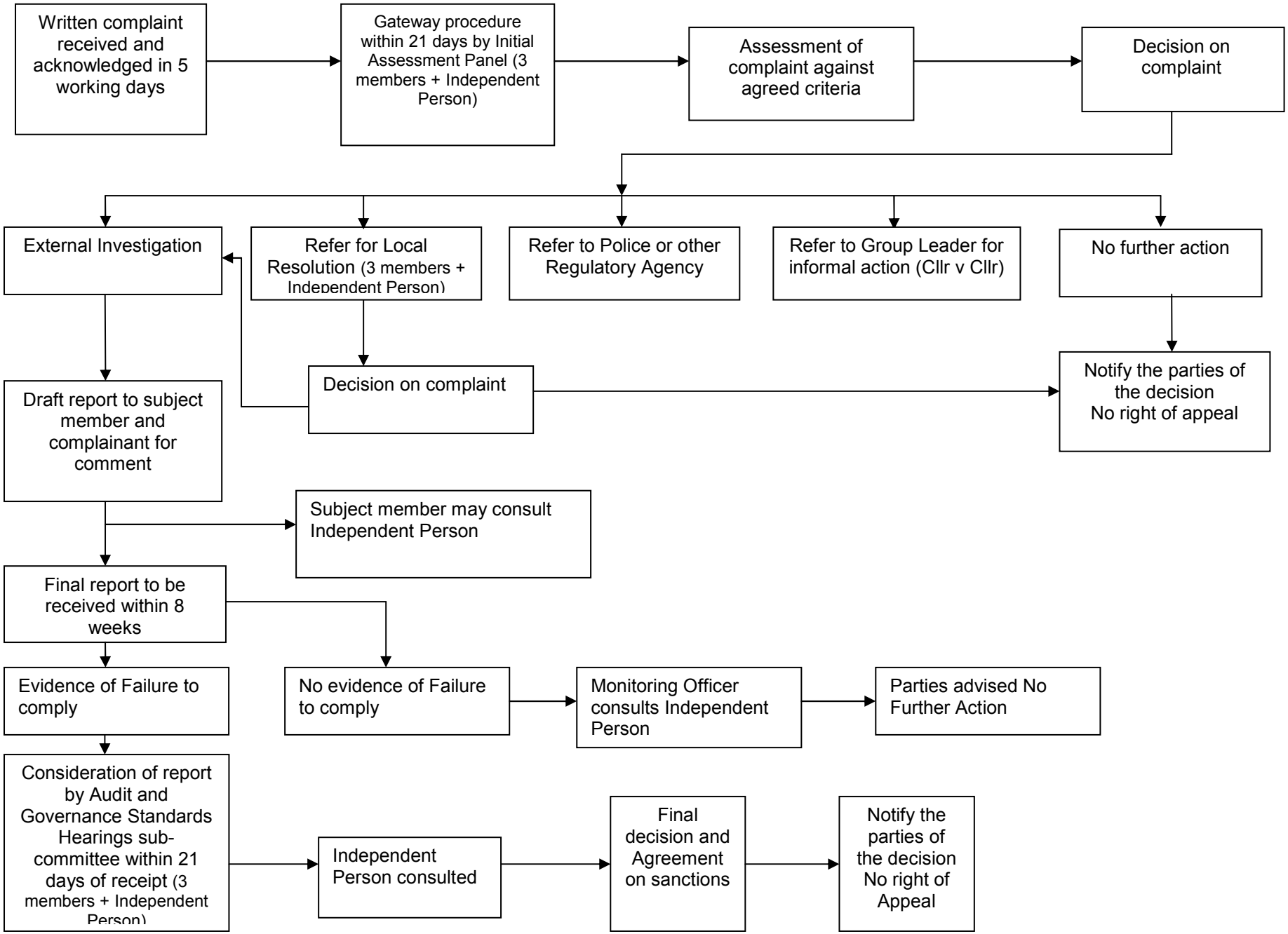
APPENDIX 2

Procedure for Complaints