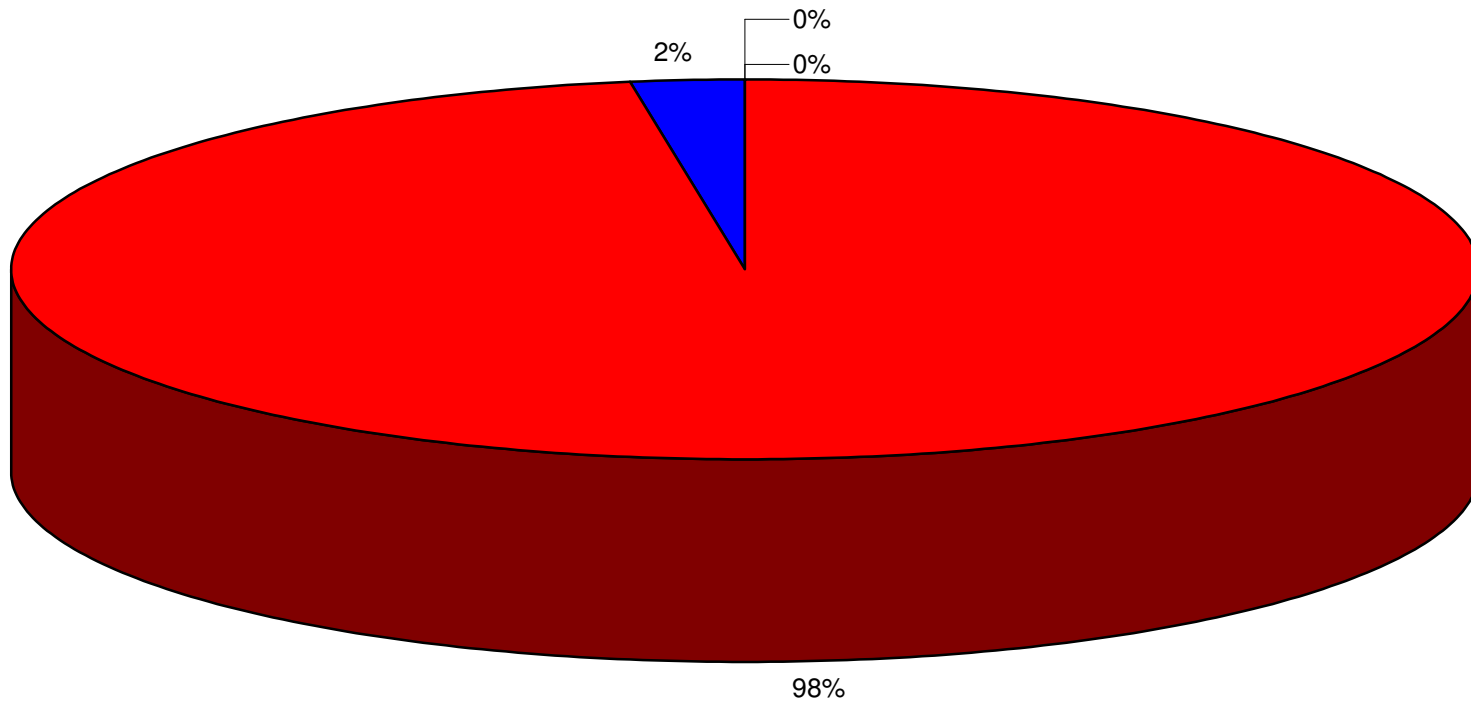


Did We Listen To What You Had To Say



■ Definitely ■ Acceptable ■ Needs Improving ■ Definitely Not