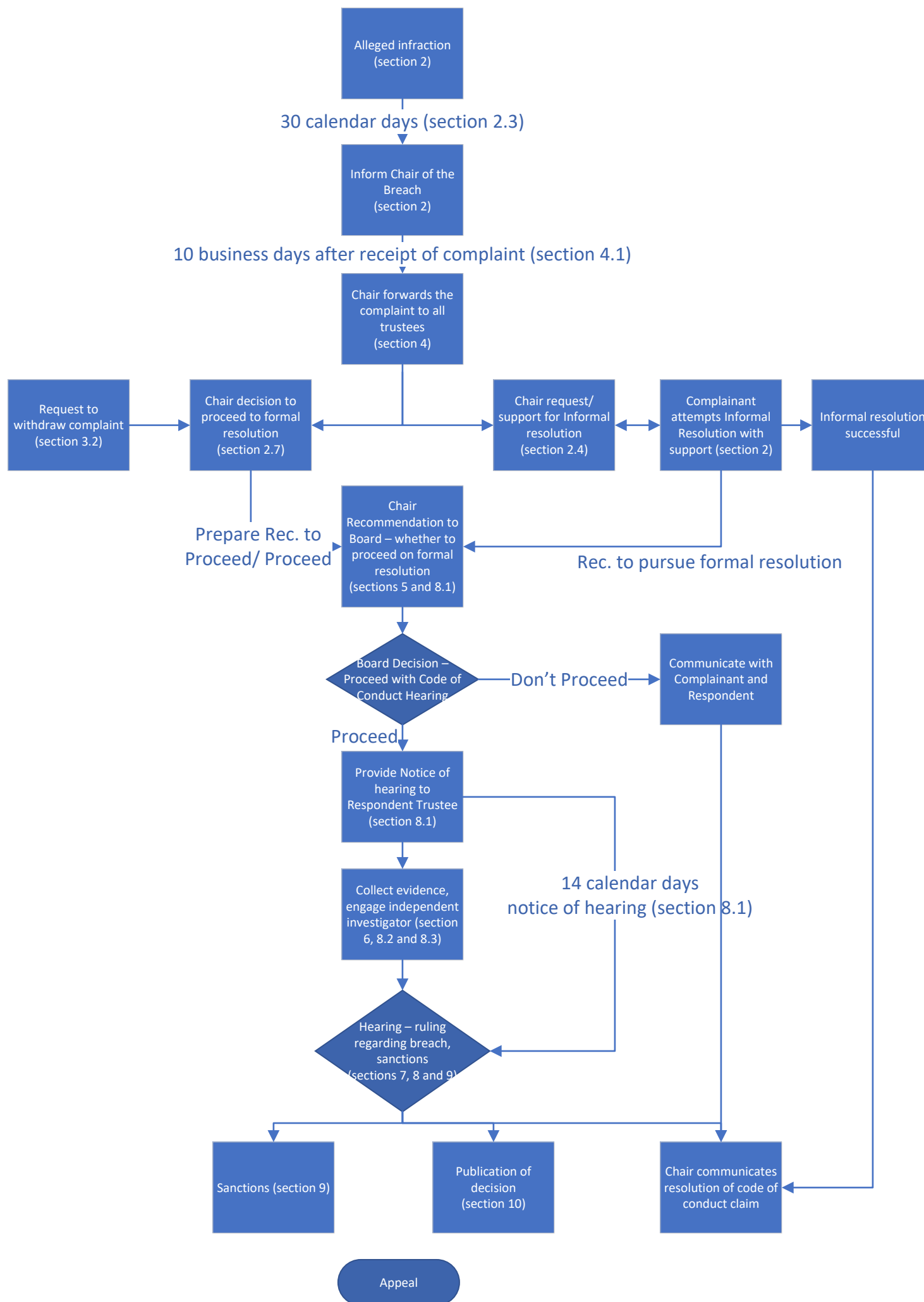




Aim to resolve within 90 calendar days after receipt of complaint (section 8.7)