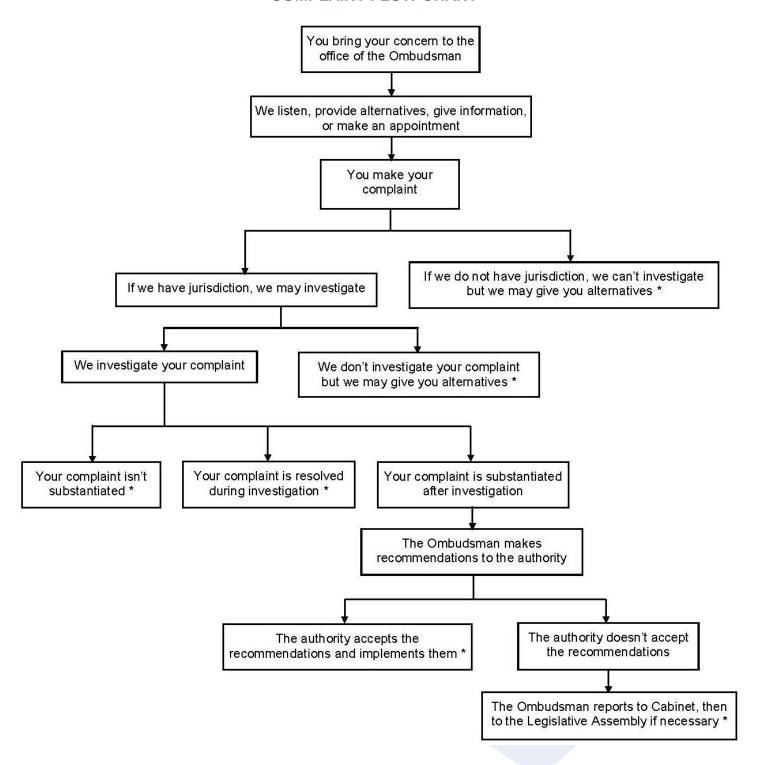


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## **COMPLAINT FLOW CHART**



<sup>\*</sup> We report to you or give the reason for this decision.