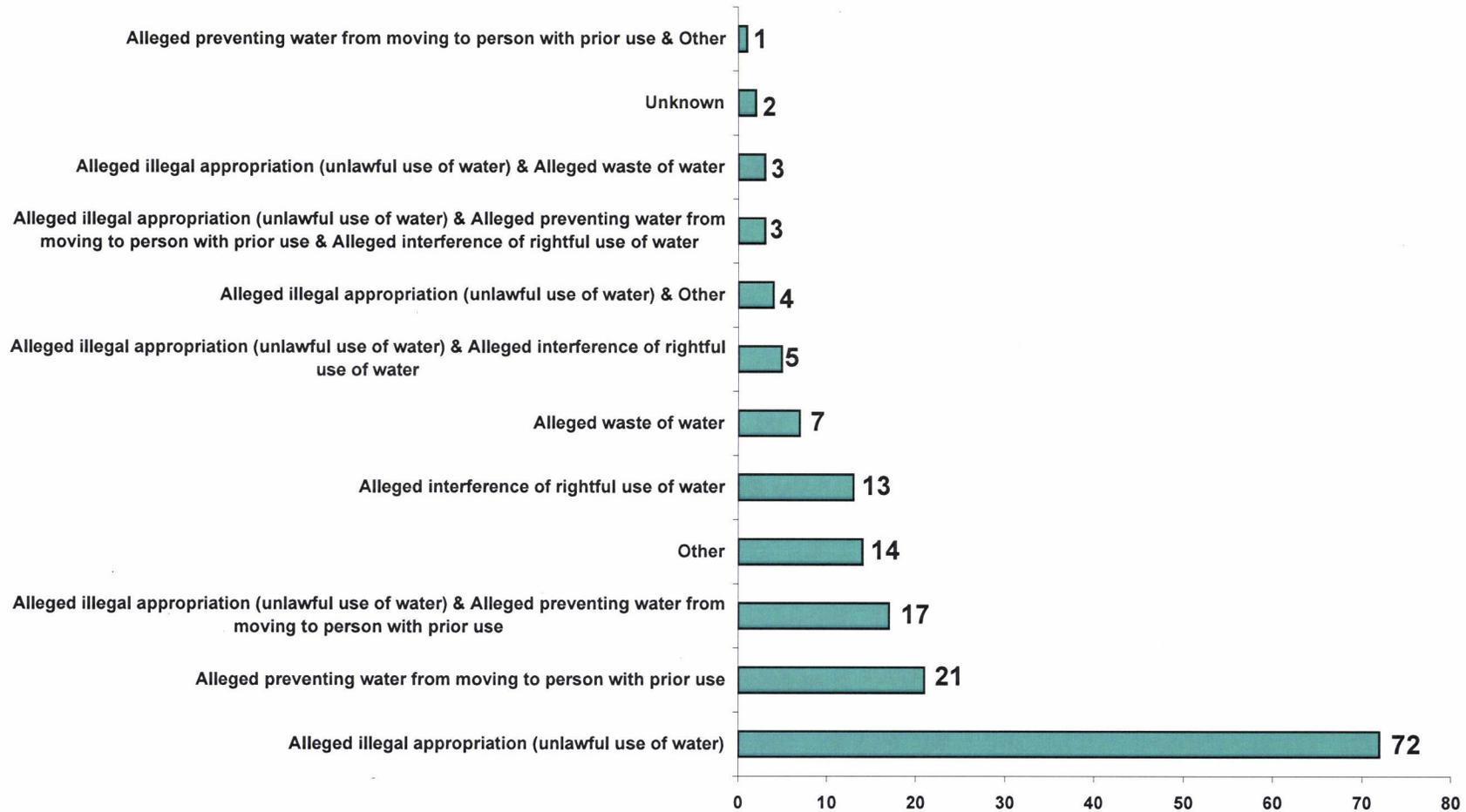


Chart 1
Complaint Category
Total 2008 to August 9, 2010



**Chart 2
Resolution Category
Total 2008 to August 9, 2010**

