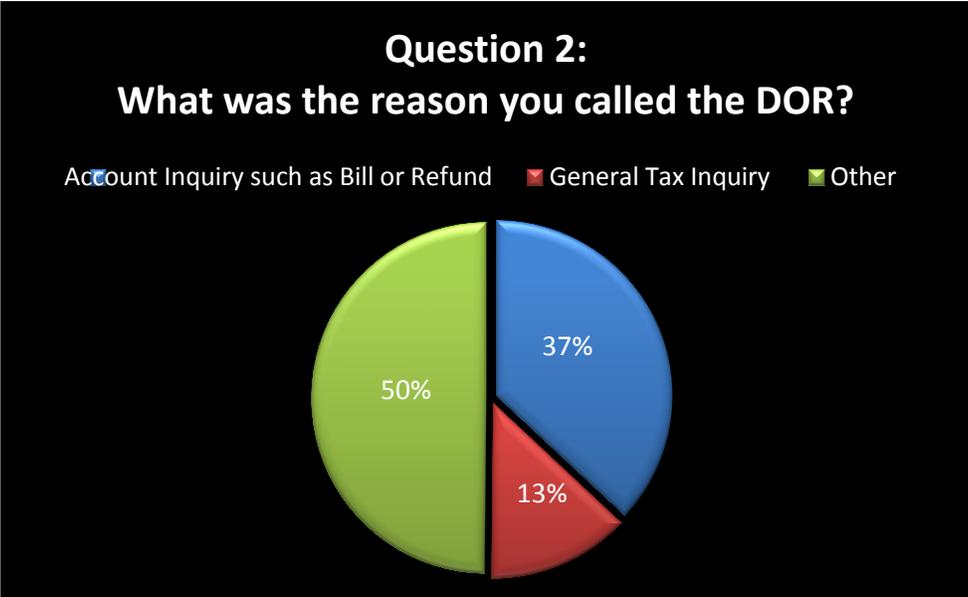
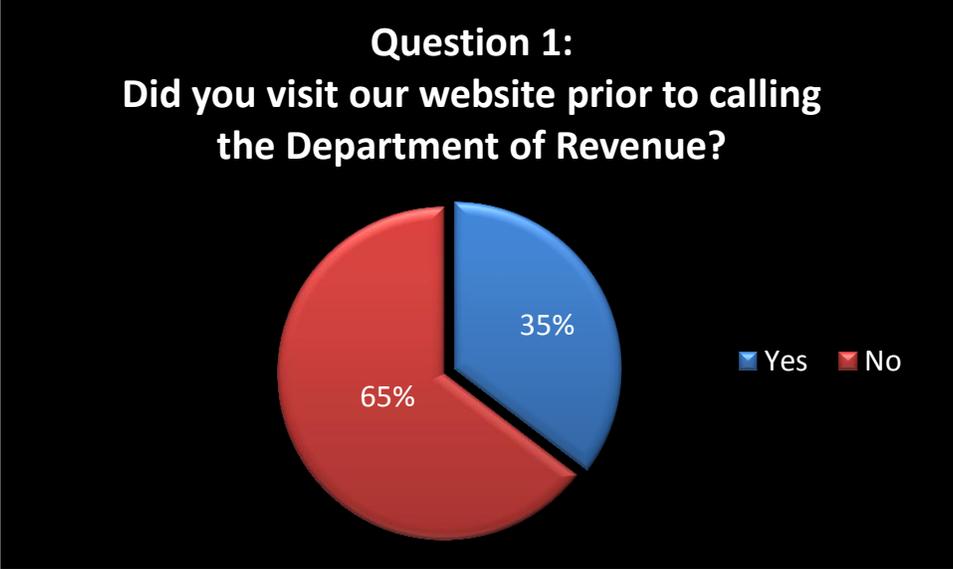
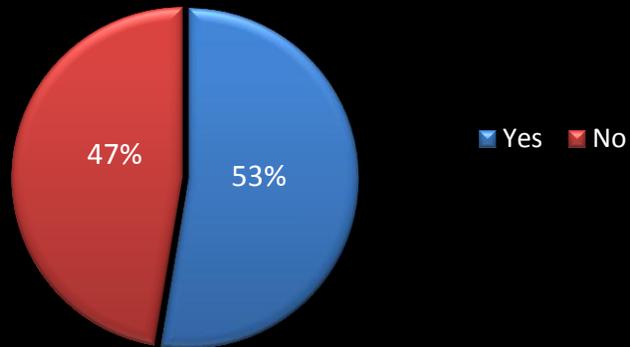


# SURVEY RESULTS

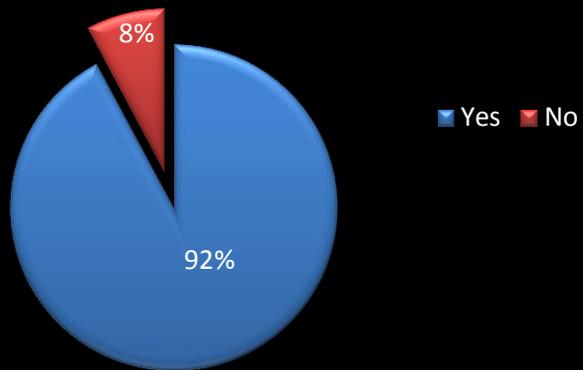
## AUTOMATED CUSTOMER SERVICE



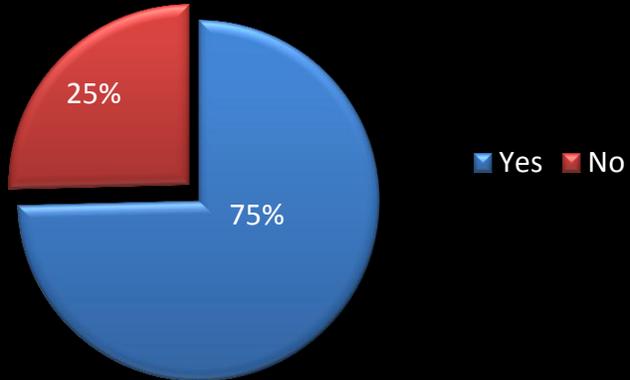
**Question 3:**  
**Was this your first call regarding this issue?**



**Question 4:**  
**Did our customer service representative understand your issue?**



**Question 5:  
Was our customer service representative  
able to resolve your issue?**



**Question 6:  
Overall satisfaction with our customer service?**

■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

