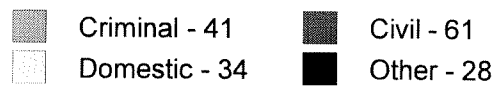
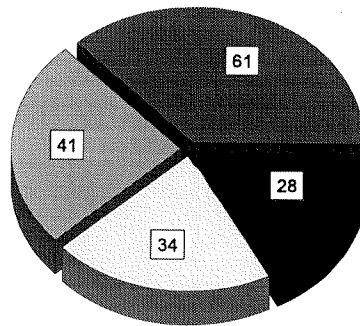


TYPES OF COMPLAINTS

Fiscal Year 2006

Complaints Received - 164



Fiscal Year 2007

Complaints Received - 168

