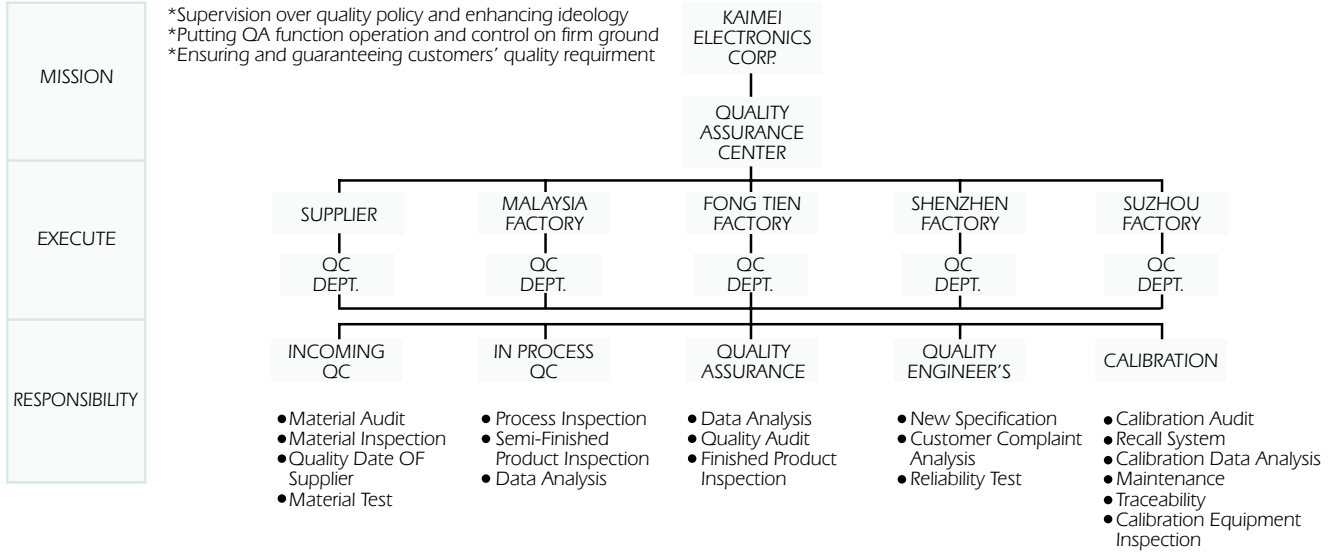


ASSURANCE CENTER STRUCTURE



QUALITY ASSURANCE CENTER ORGANIZATION CHART



CUSTOMER CLAIM HANDLING SYSTEM

