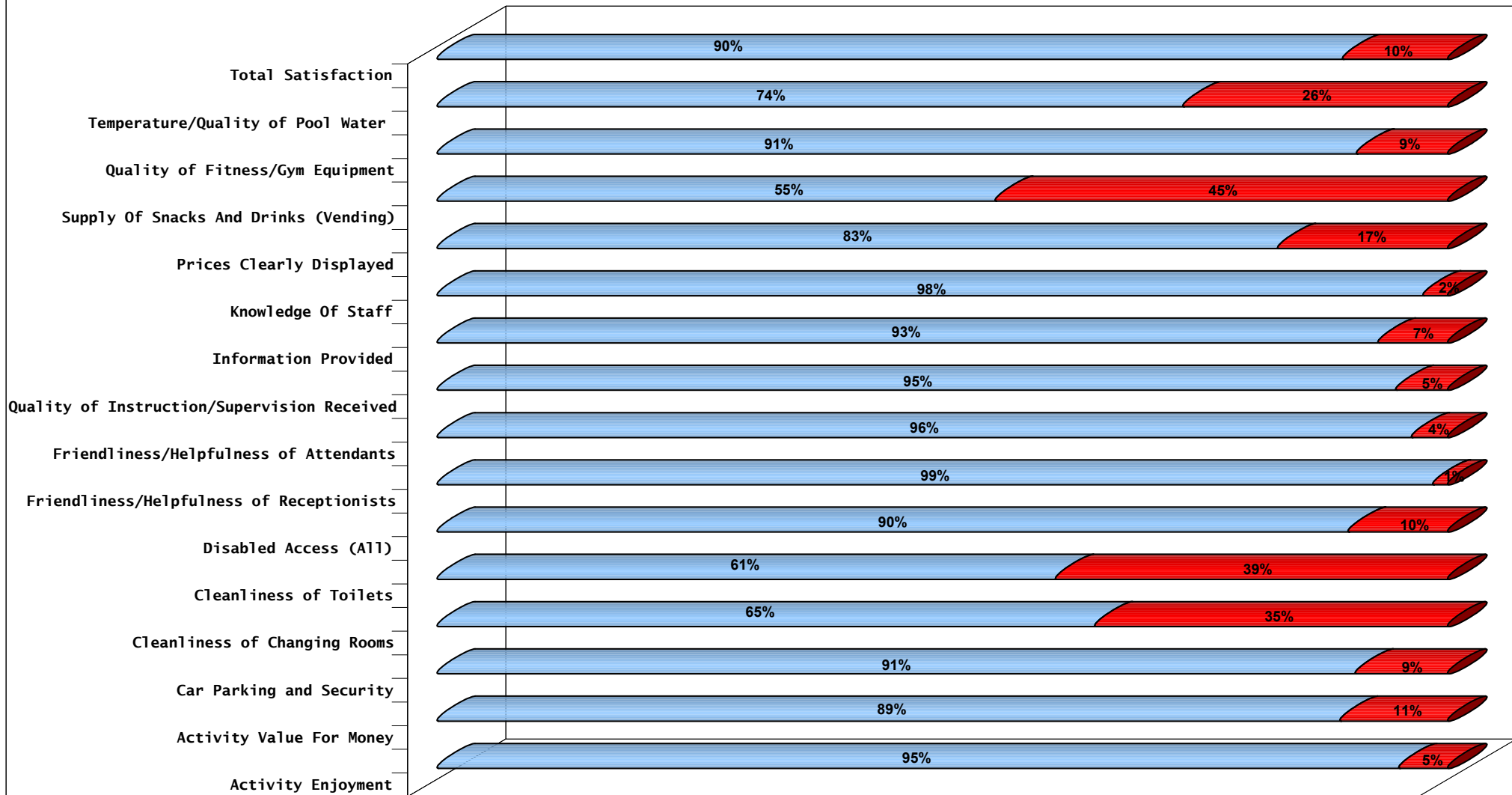


CUSTOMER SATISFACTION 2010



■ Satisfied % ■ Dissatisfied %