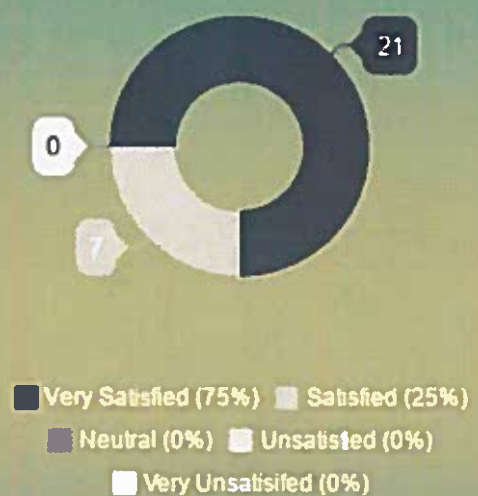


BUSINESS CUSTOMER SATISFACTION

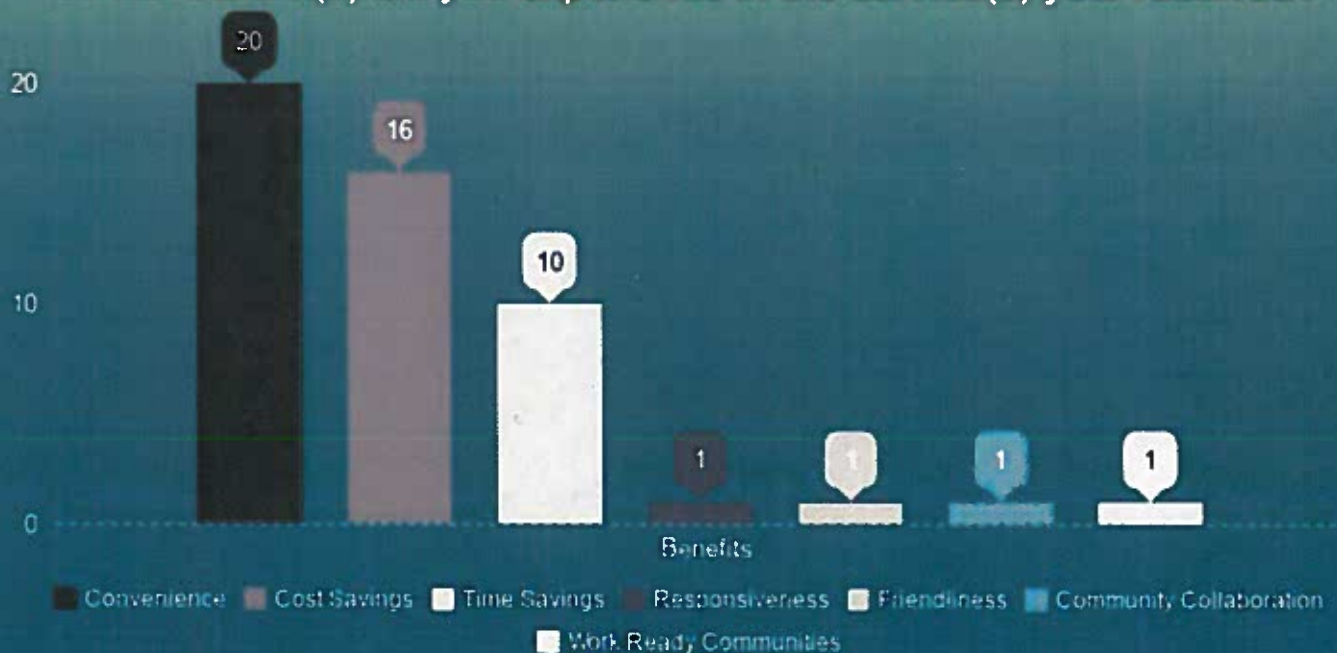
Did you receive the service(s) your requested?



Were you satisfied with the service(s) your received?



Which benefit(s) did you experience in the service(s) your received?



Did you learn of additional services available to you?



■ Yes (78.57%) ■ No (21.43%)

Number who have requested additional services

8

