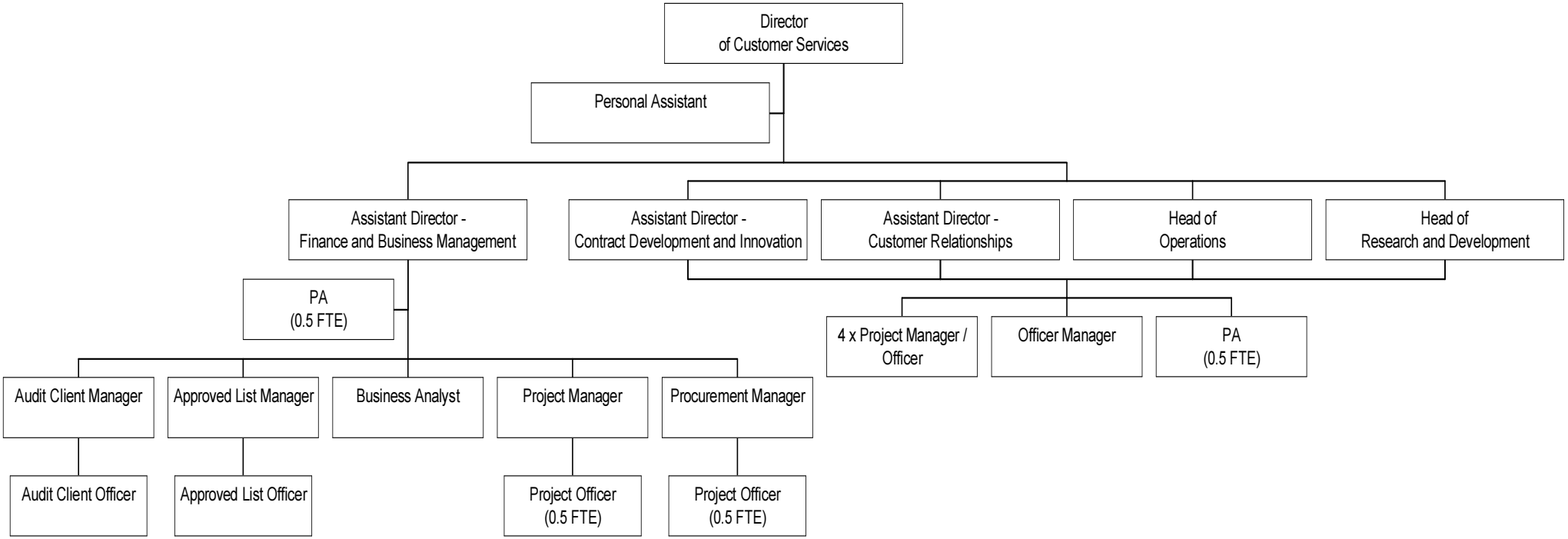
APPENDIX E

Existing Customer Services Department