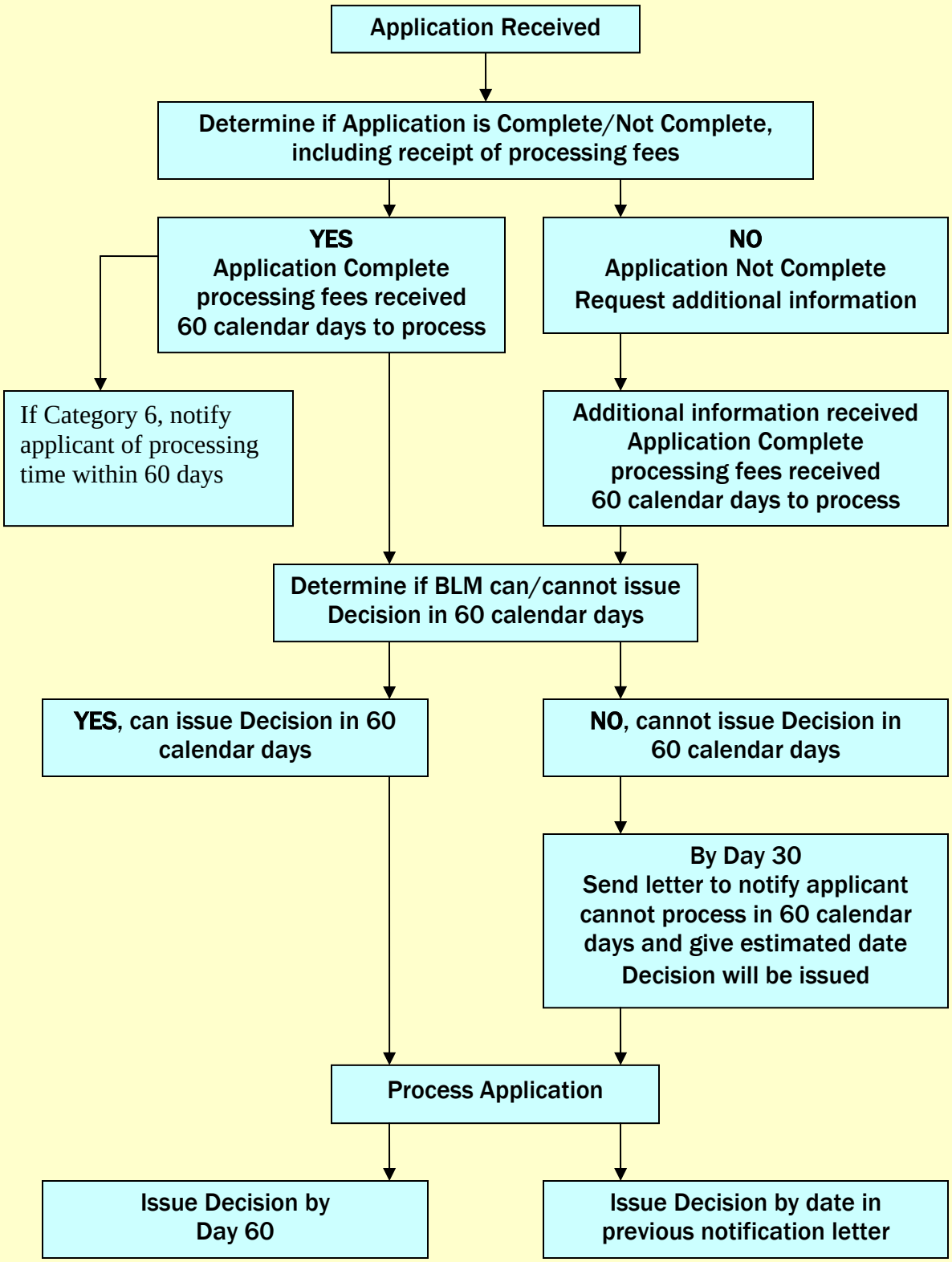
CUSTOMER SERVICE STANDARD FLOW CHART

Version 2/17/05