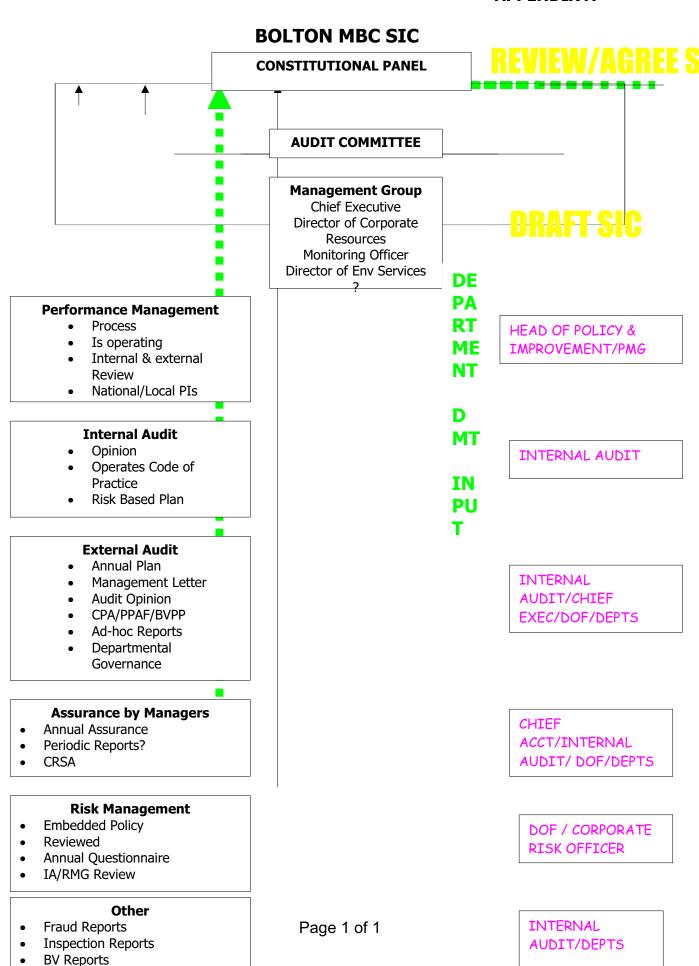
## **APPENDIX A**



Ombudsman Reports