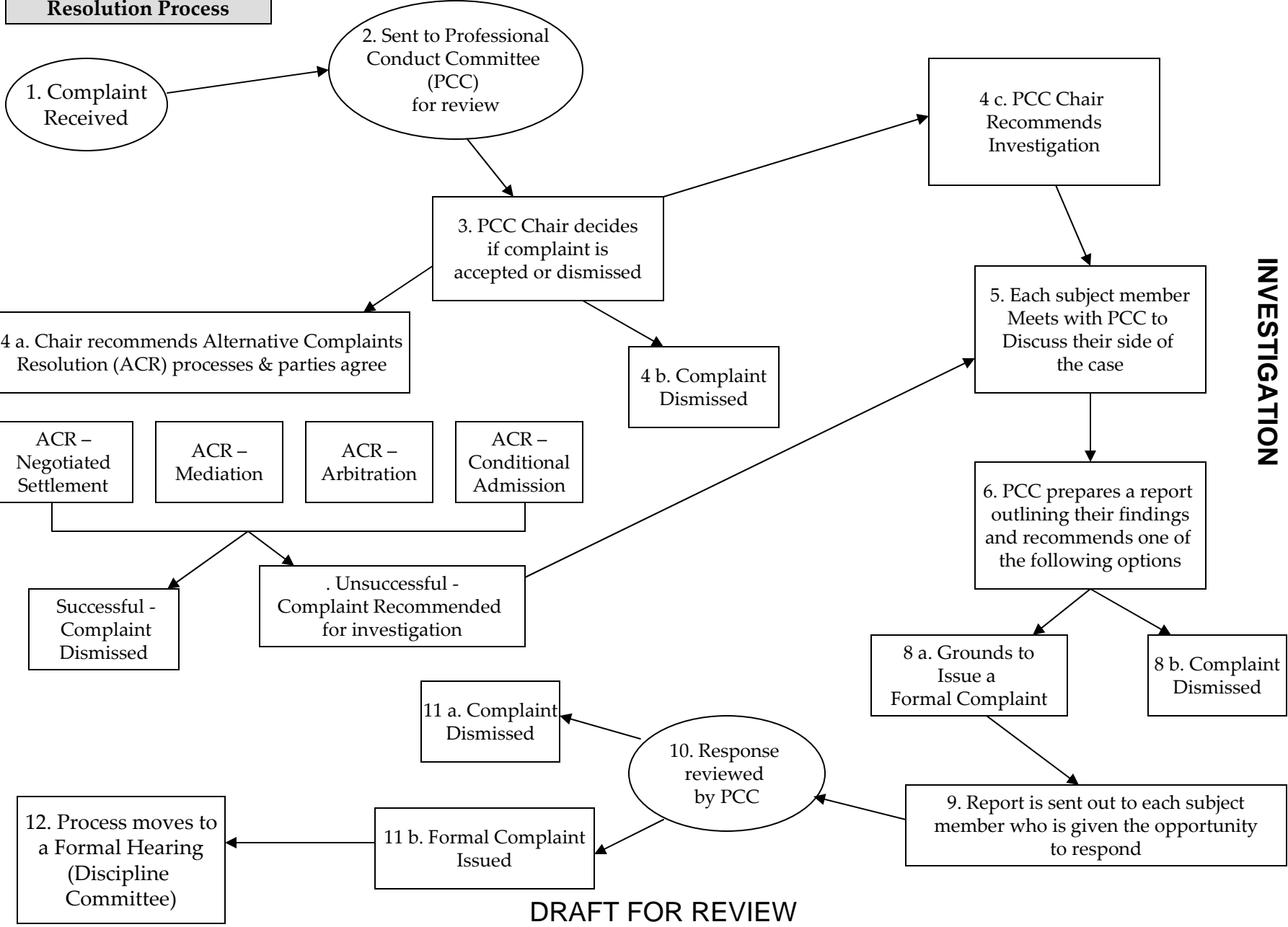


ASFP Complaints Resolution Process



INVESTIGATION

DRAFT FOR REVIEW