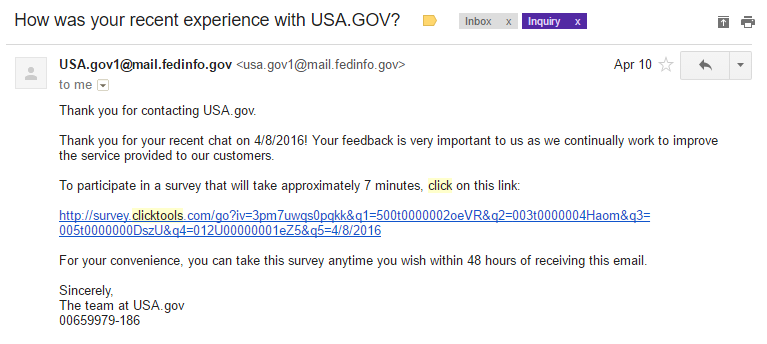
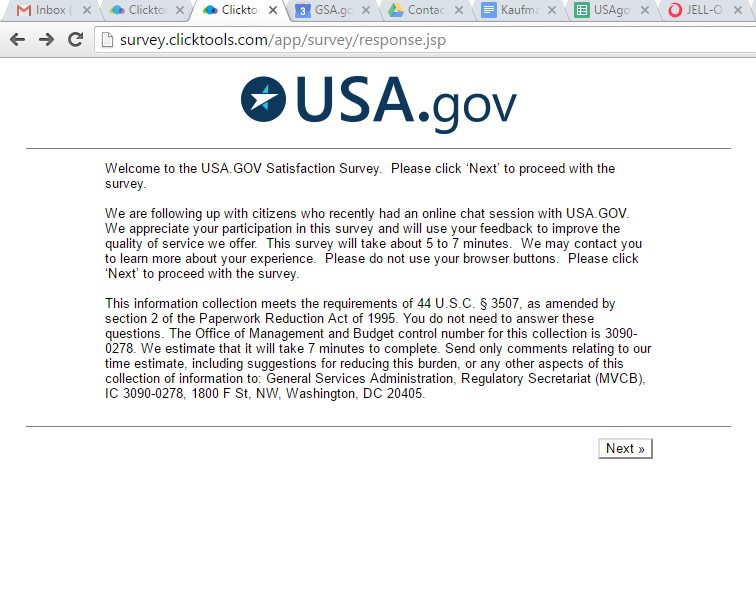
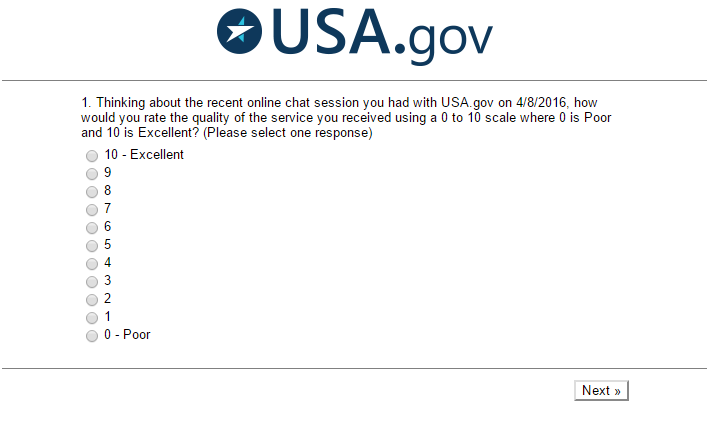
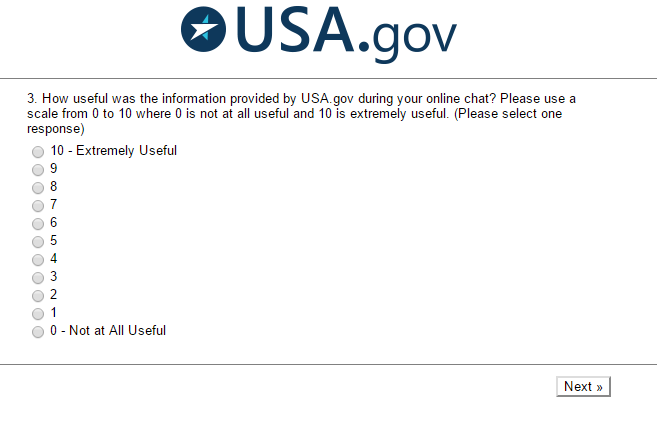
NOTE: Surveys for Chat and E-mail customers are exactly the same except for asking about a chat or an e-mail exchange.

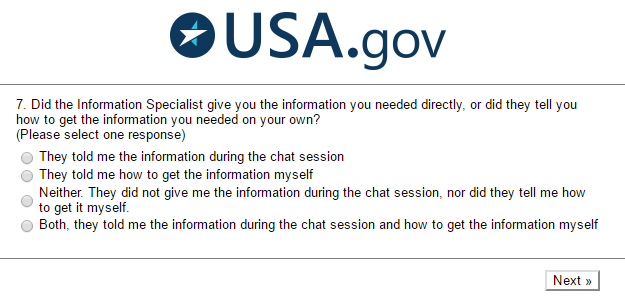


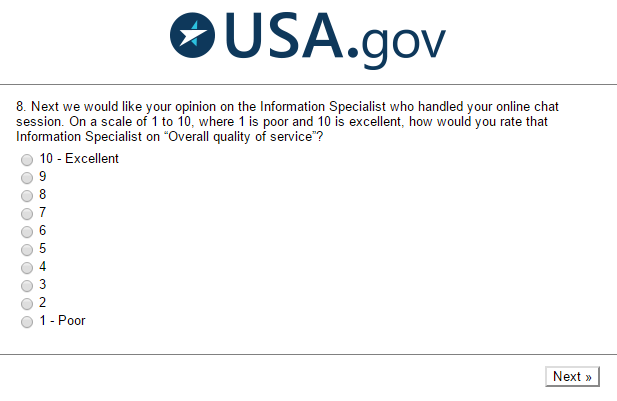


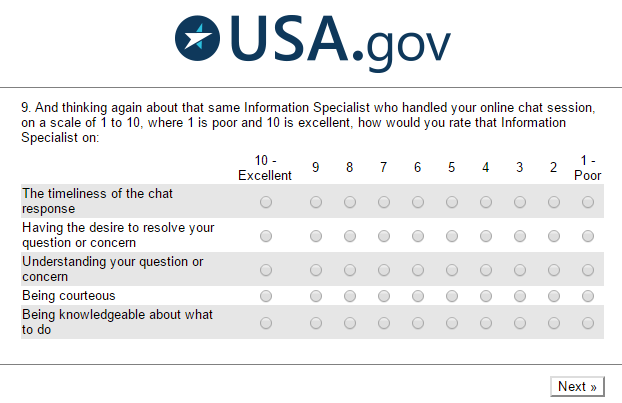




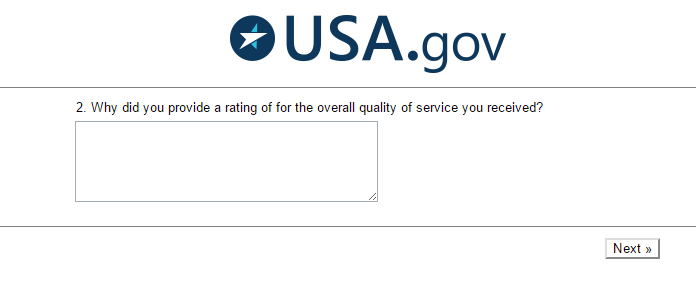








Having the desire to assist you with your question or problem



from the Information Specialist?

