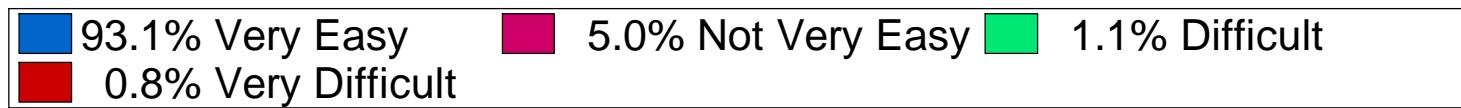
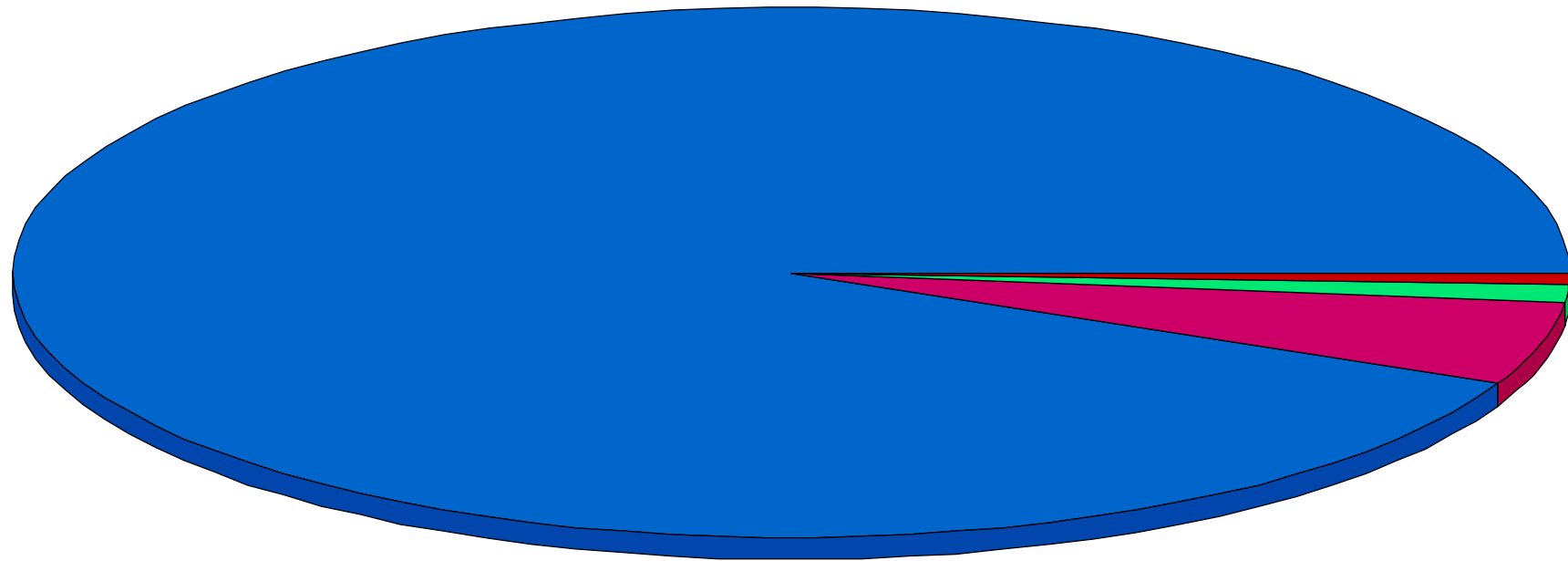
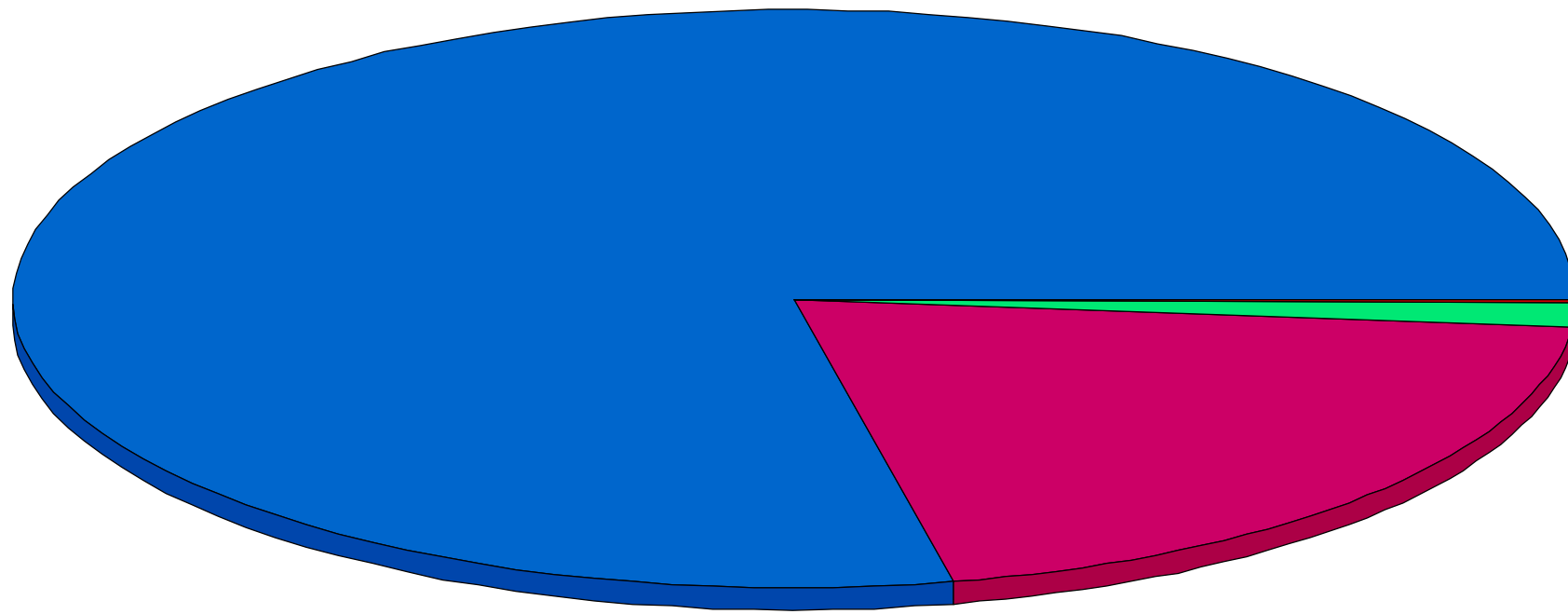


How easy was it to contact someone in connection with your case?

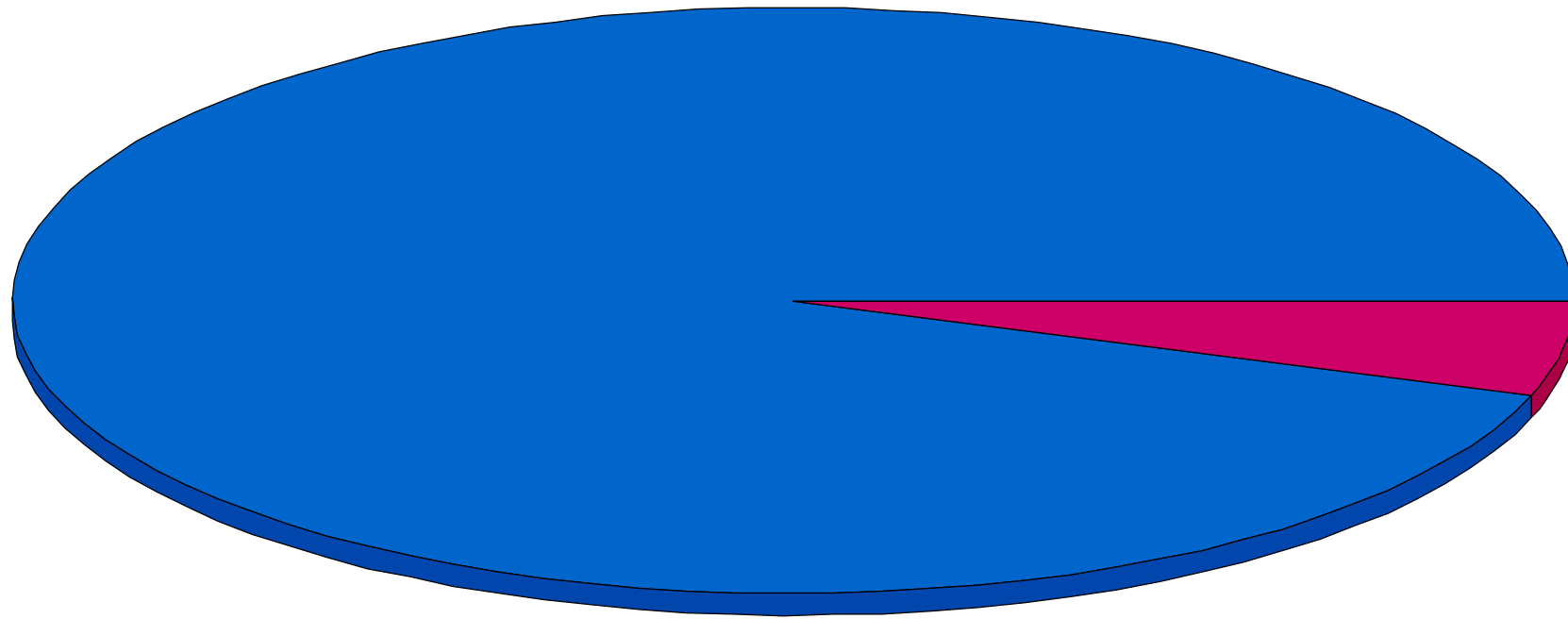


Did we give you information that was clear to understand?



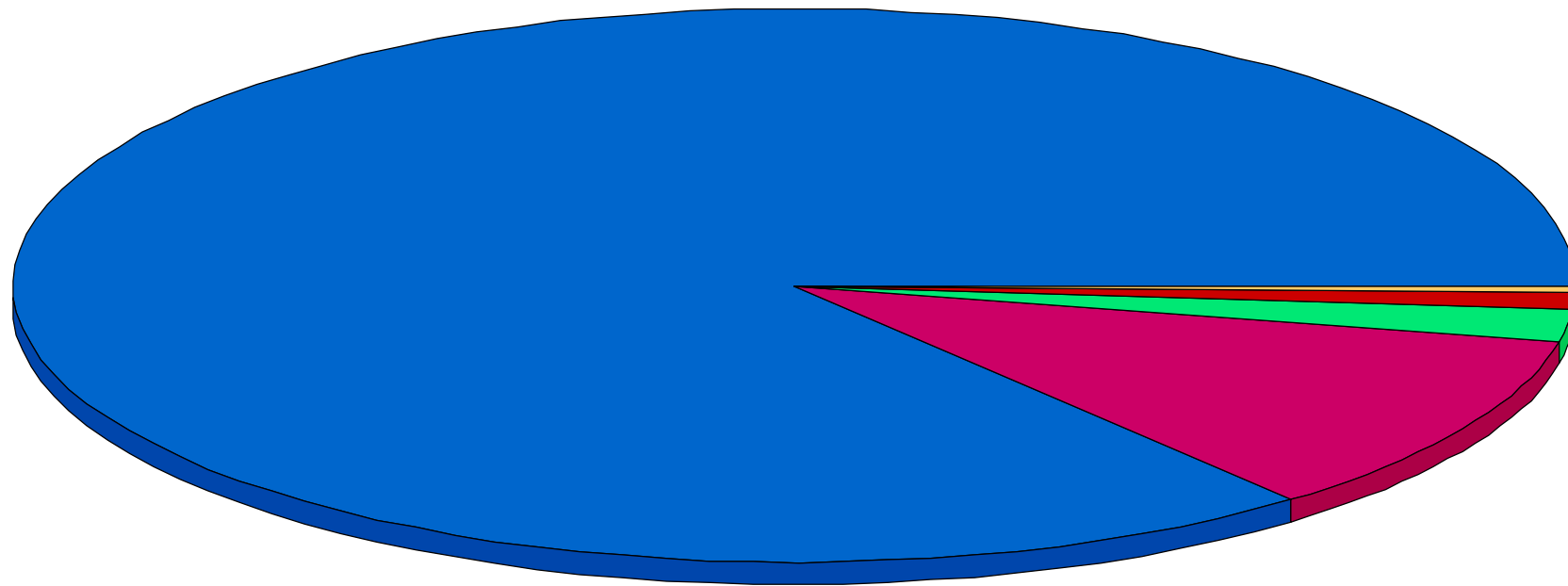
78.3% Always 20.2% Usually 1.3% Rarely 0.2% Never

Would you recommend us



94.7% Yes 5.3% No

How well did we keep you up to date with progress?



85.9% Always	10.8% Sometimes	1.9% Rarely
0.9% Never	0.4% Not Sure	

How far did the service we gave you meet your expectations?

