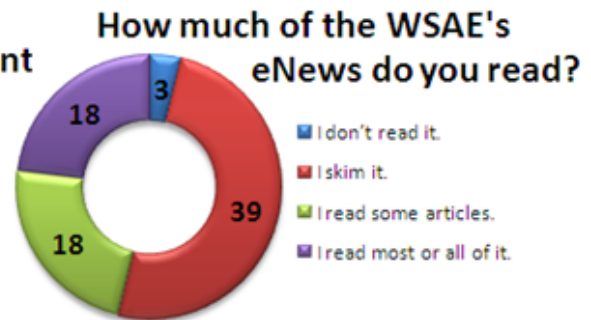
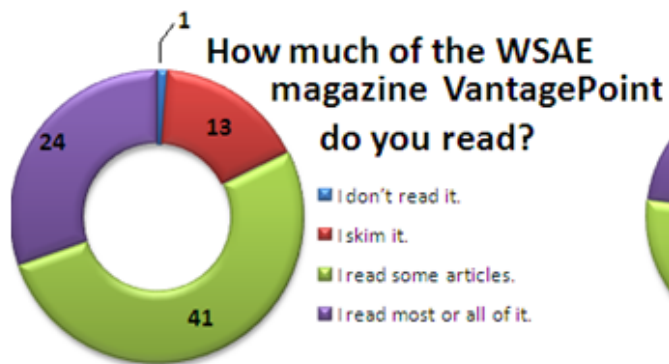
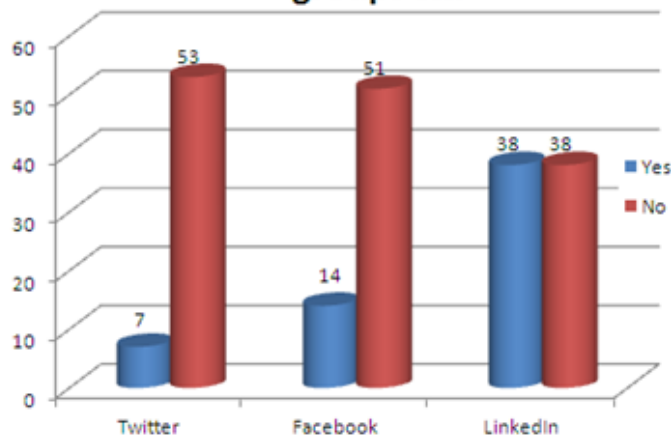


Highlights from the 2011 WSAE Satisfaction Survey

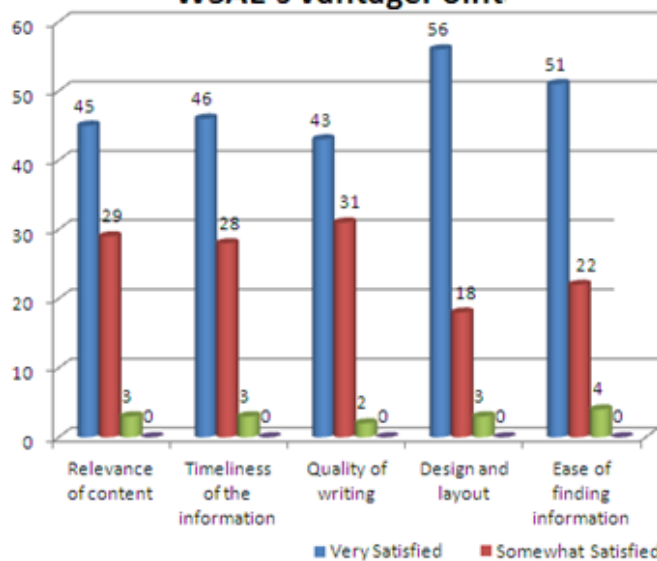


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