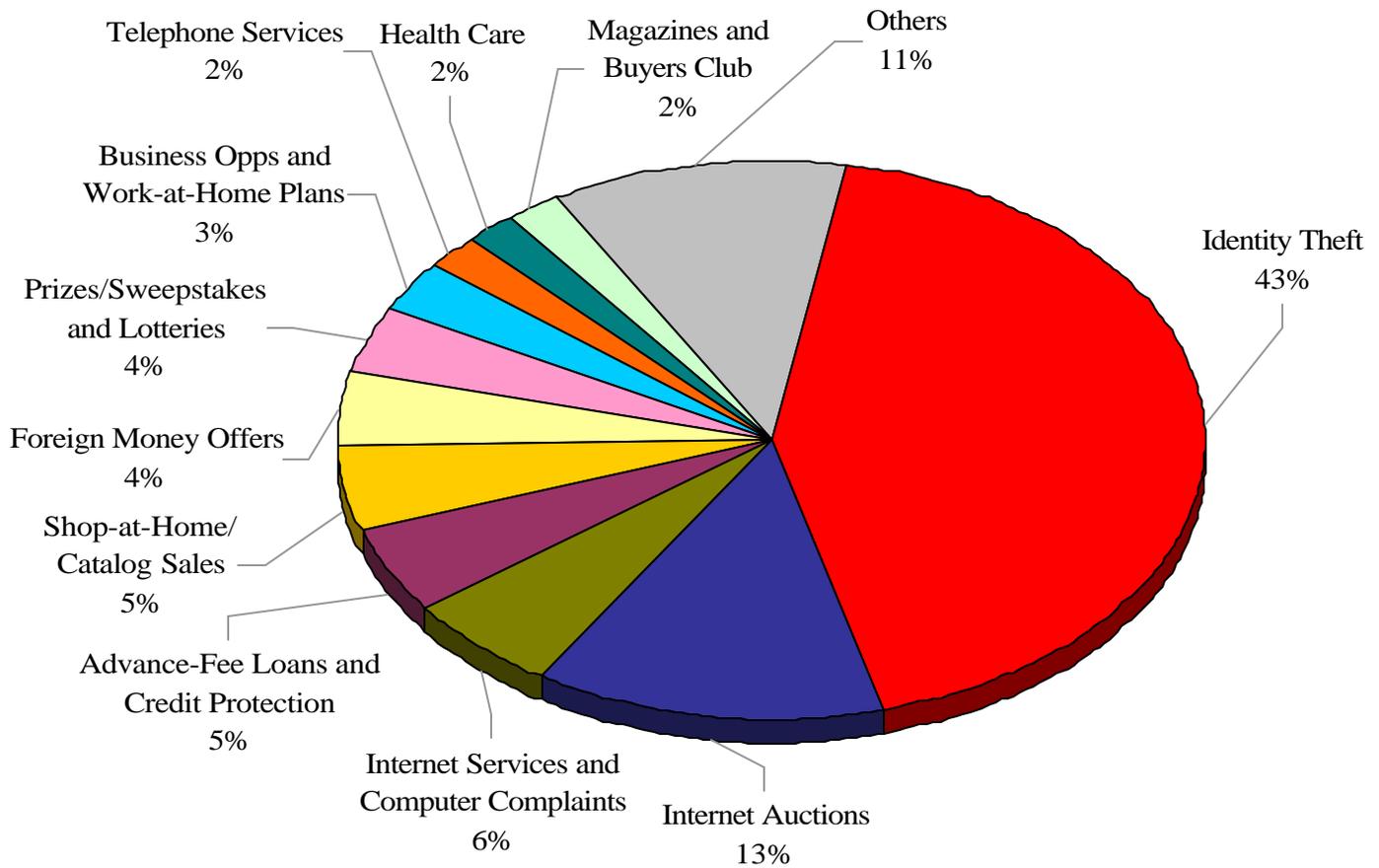


Sentinel Top Complaint Categories¹

January 1 – December 31, 2002



¹Percentages are based on the total number of Consumer Sentinel complaints (380,103) received between January 1 and December 31, 2002. For Sentinel category descriptions, see Appendix C.