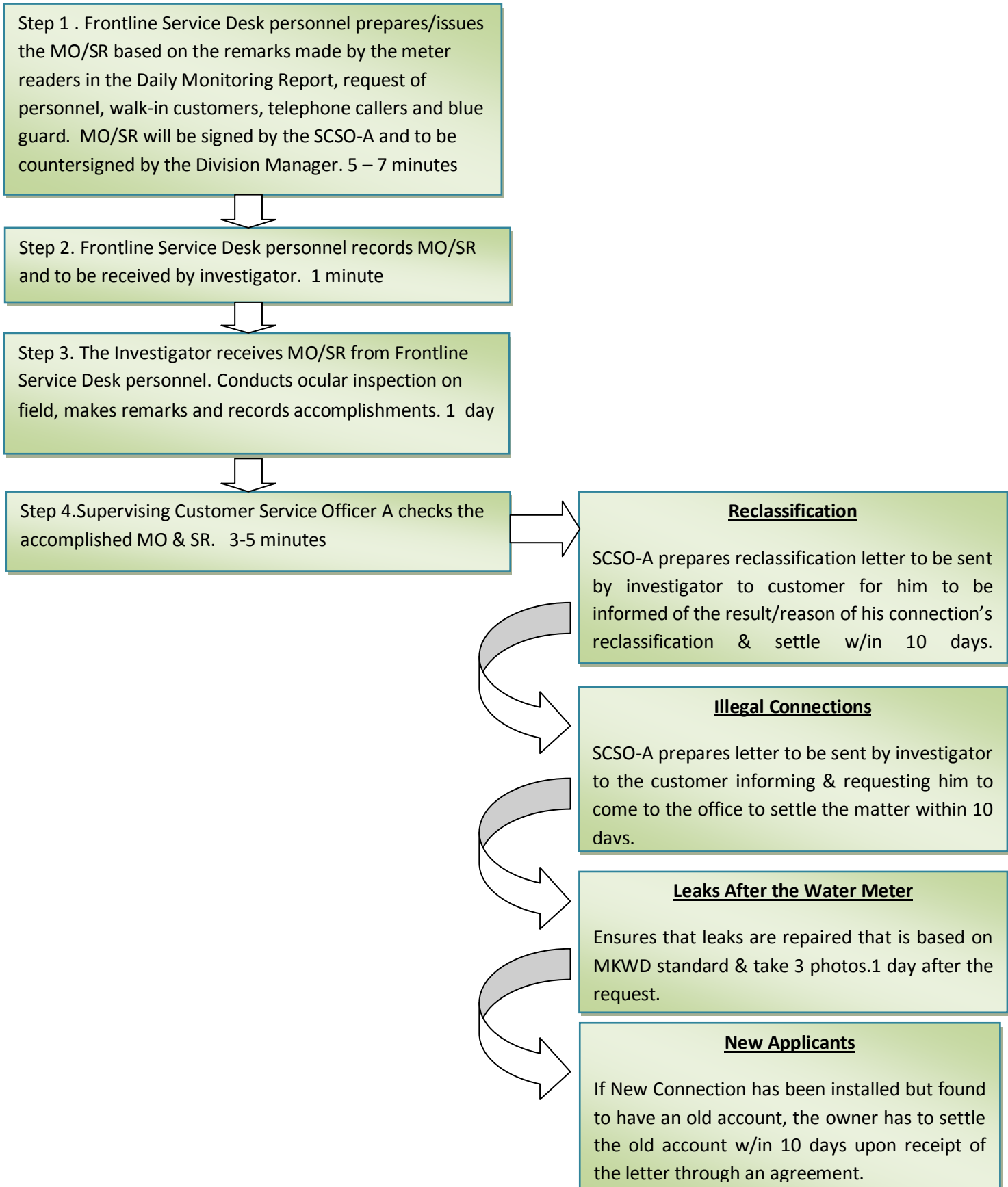
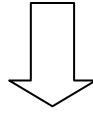


PROCEDURES ON INVESTIGATION





Step 5. The Division Manager B of the Customer Servicing Division counter checks the remarks/findings made by the Investigator. 2 days after investigation.



Step 6. The SCSO-A shall post in the individual history ledger of customer all accomplished MO/SR that was conducted by the investigator. 2 days after investigation.



Step 7. Returned to Frontline Service Desk personnel the acted MO/SR for proper filing system. Daily.



End of Transaction