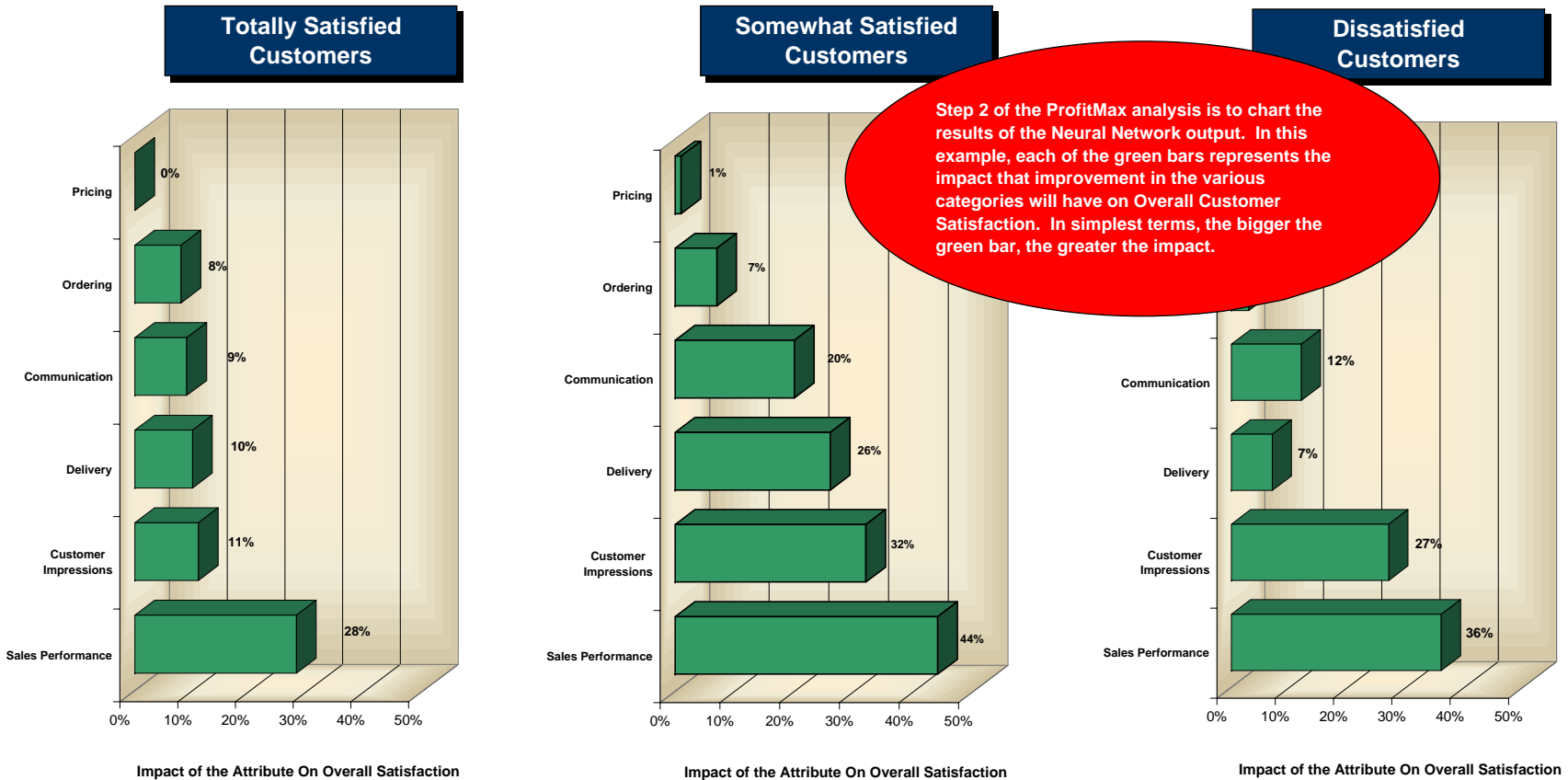


**CHART 2**

**Impact on Overall Satisfaction by the Various Attributes**

**Customers Segmented By Overall Satisfaction Level**



**Size of Segments**

