COMPLAINTS BY OPERATIONS 2004

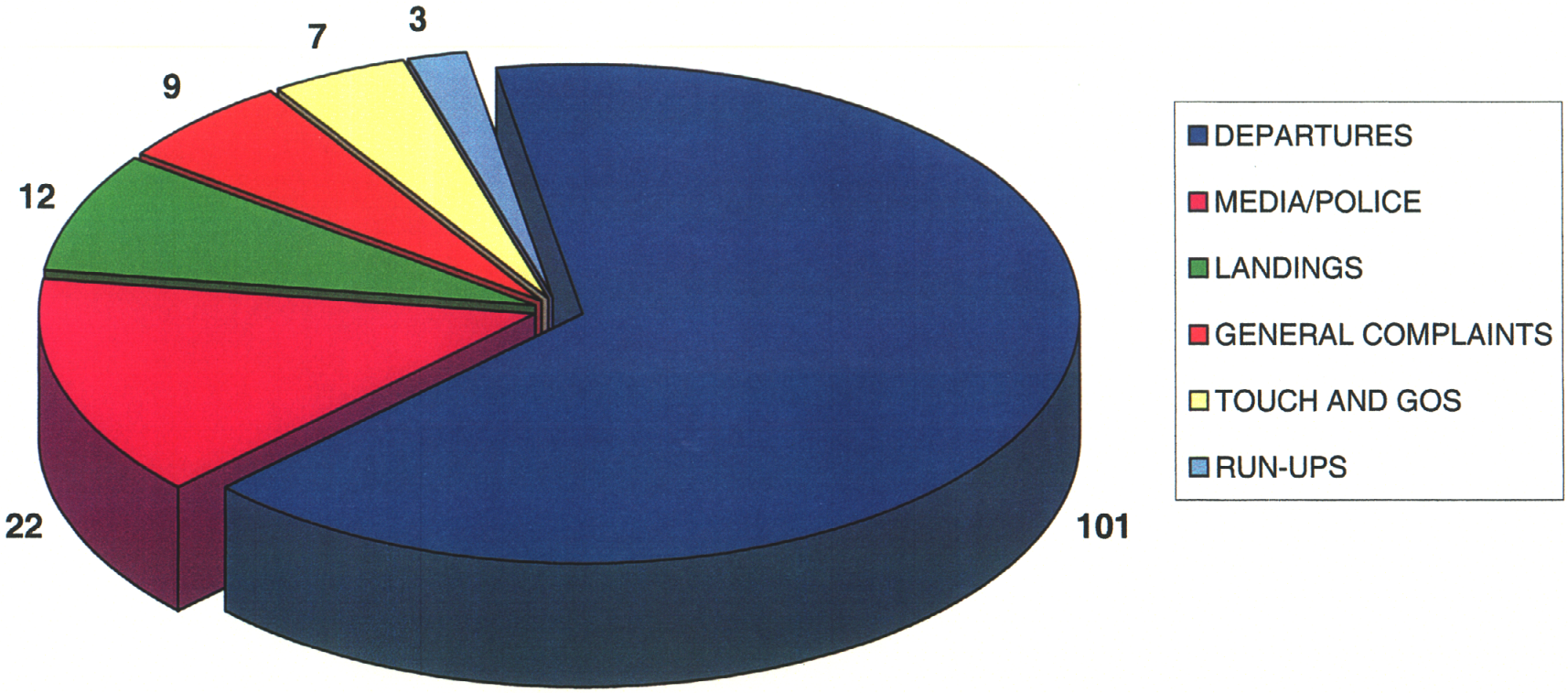

Exhibit 4