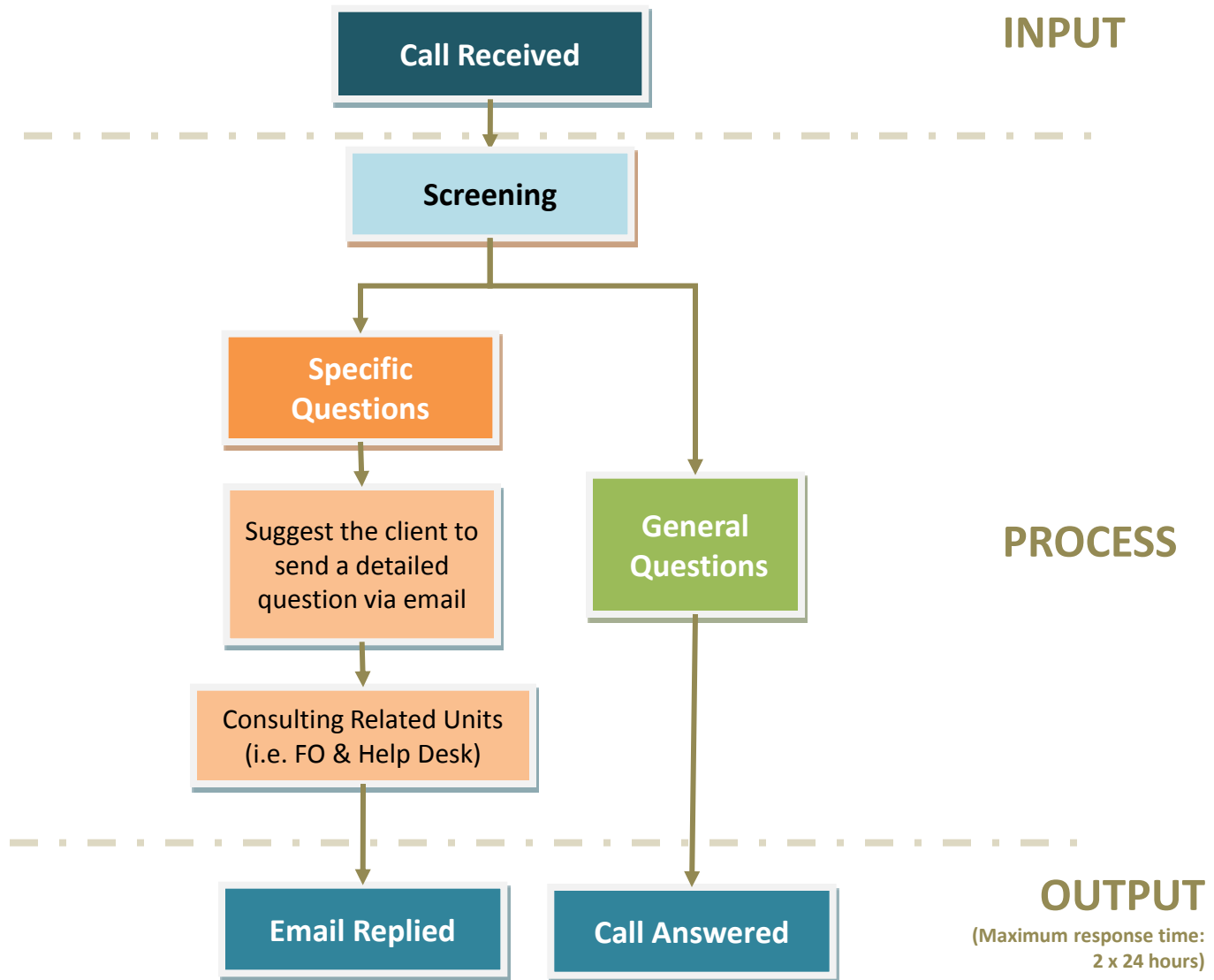




CALL HANDLING

Standard Operating Procedures





EMAIL HANDLING

Standard Operating Procedures

