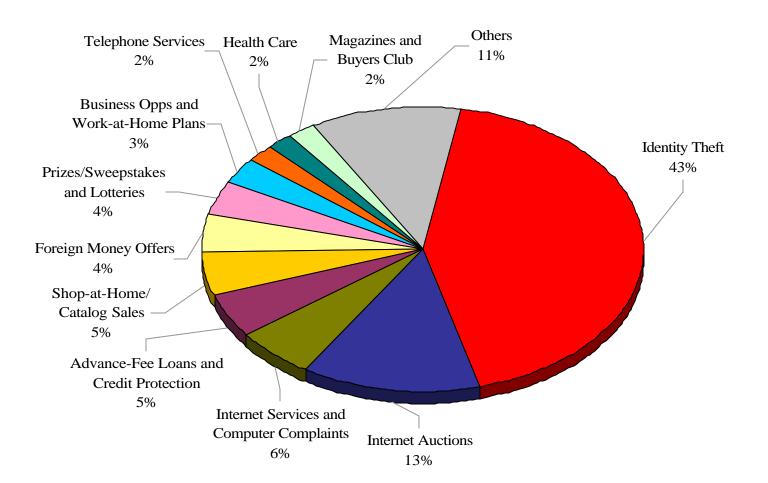


Sentinel Top Complaint Categories¹

January 1 – December 31, 2002



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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.