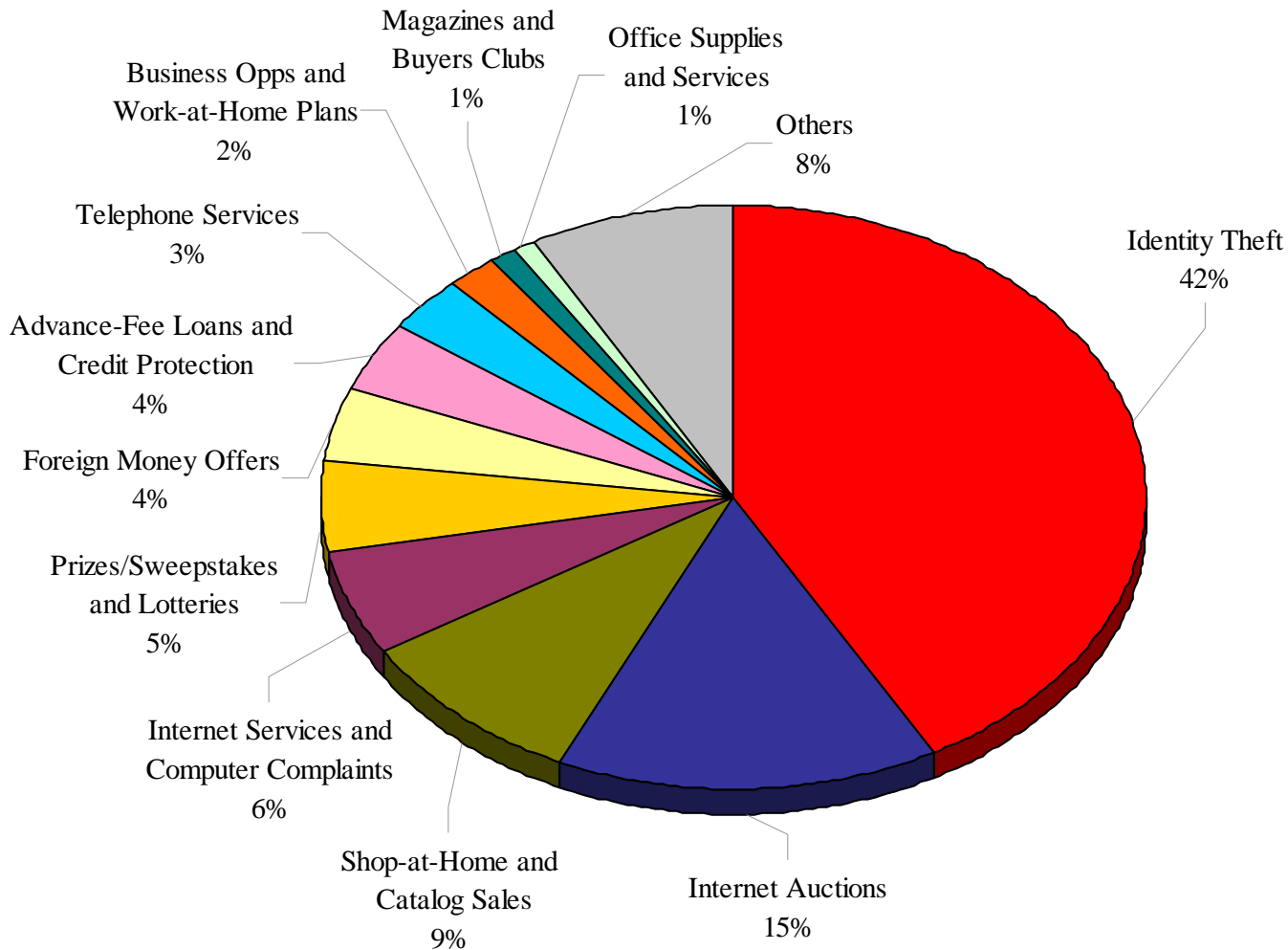


Sentinel Top Complaint Categories¹

January 1 – December 31, 2003



¹Percentages are based on the total number of Sentinel complaints (516,740) received between January 1 and December 31, 2003. For Sentinel category descriptions, and three-year trends, see Appendices B and C.