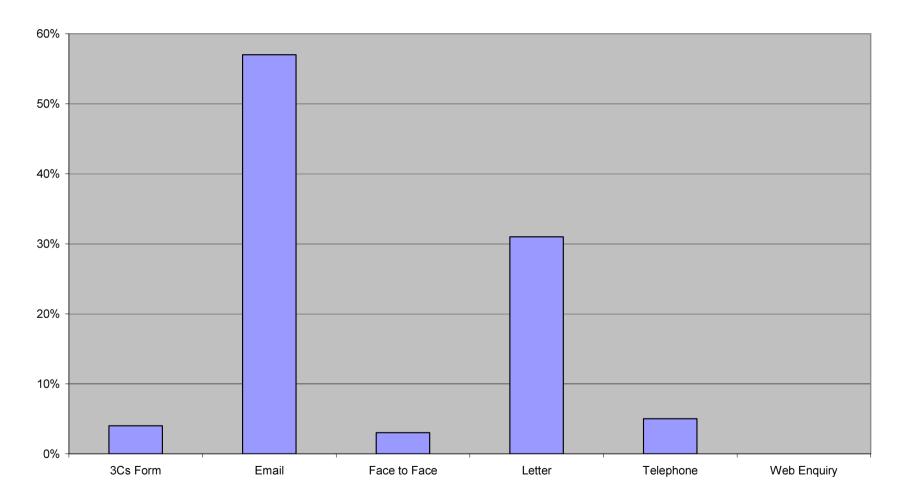
ESSENTIAL REFERENCE PAPER 'B'



COMPLAINT BY METHOD OF RECEIPT