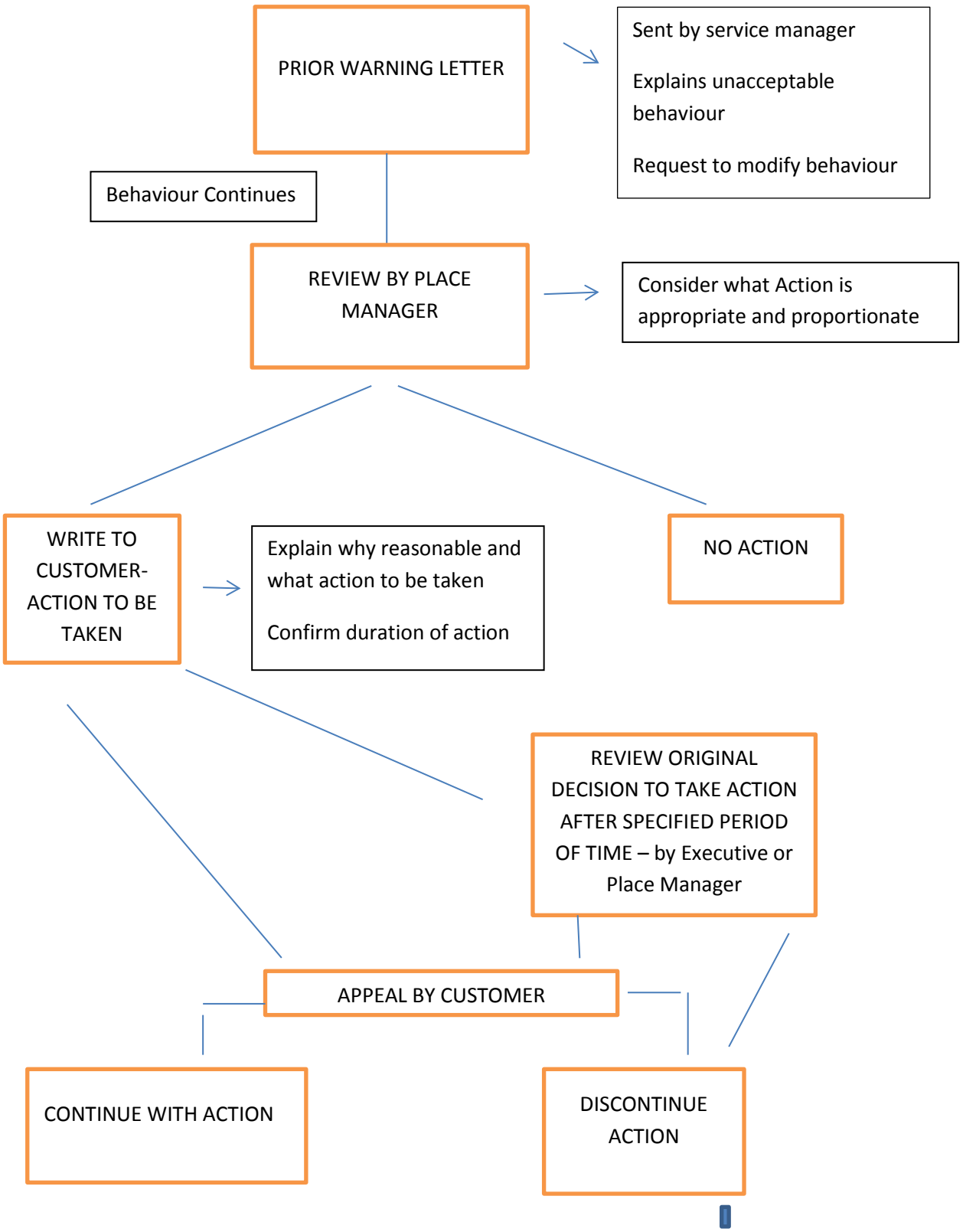
UNREASONABLY PERSISTENT COMPLAINTS AND CUSTOMER BEHAVIOUR AND

VEXATIOUS REQUESTS POLICY