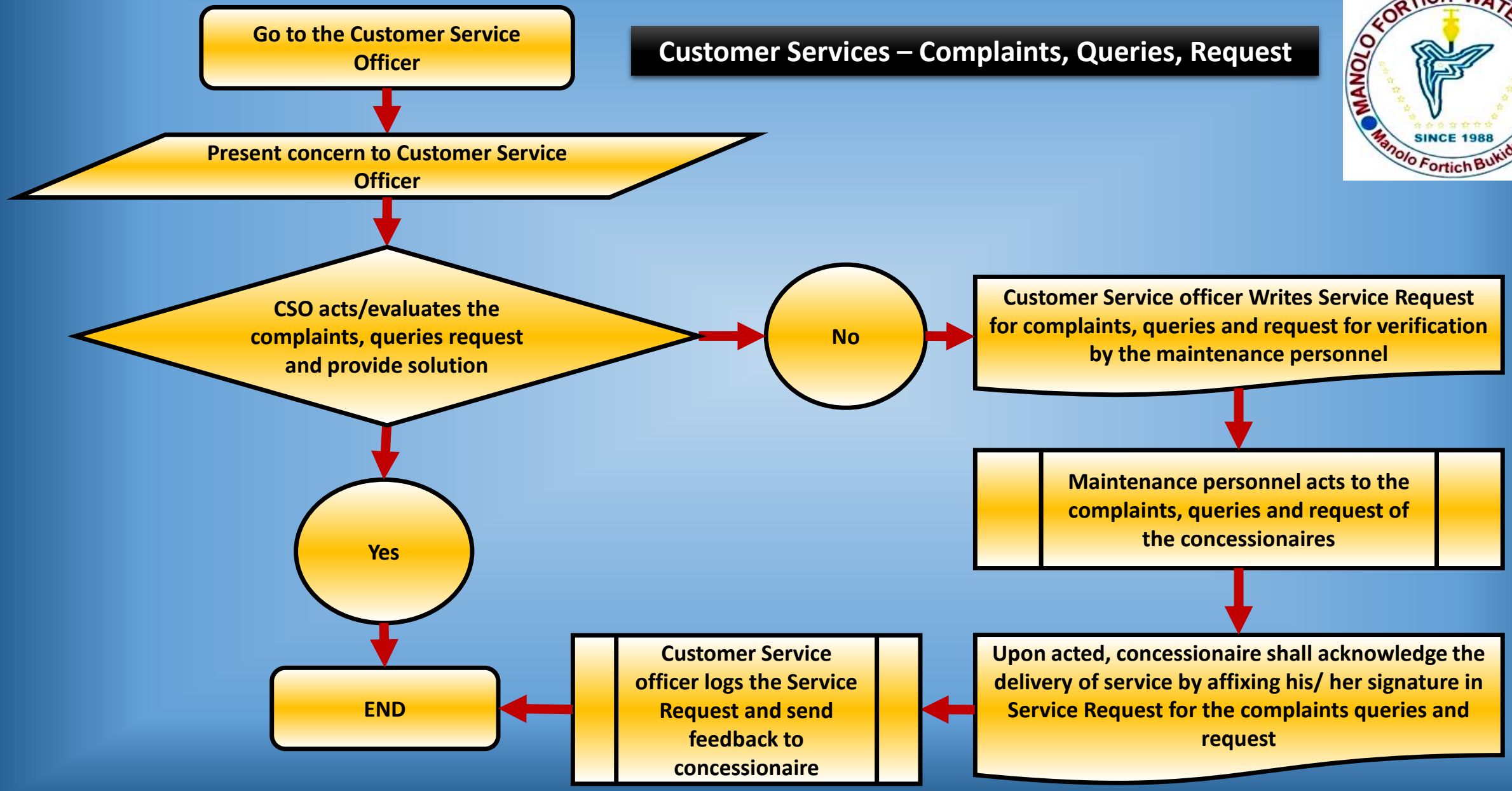Customer Services – Complaints, Queries, Request