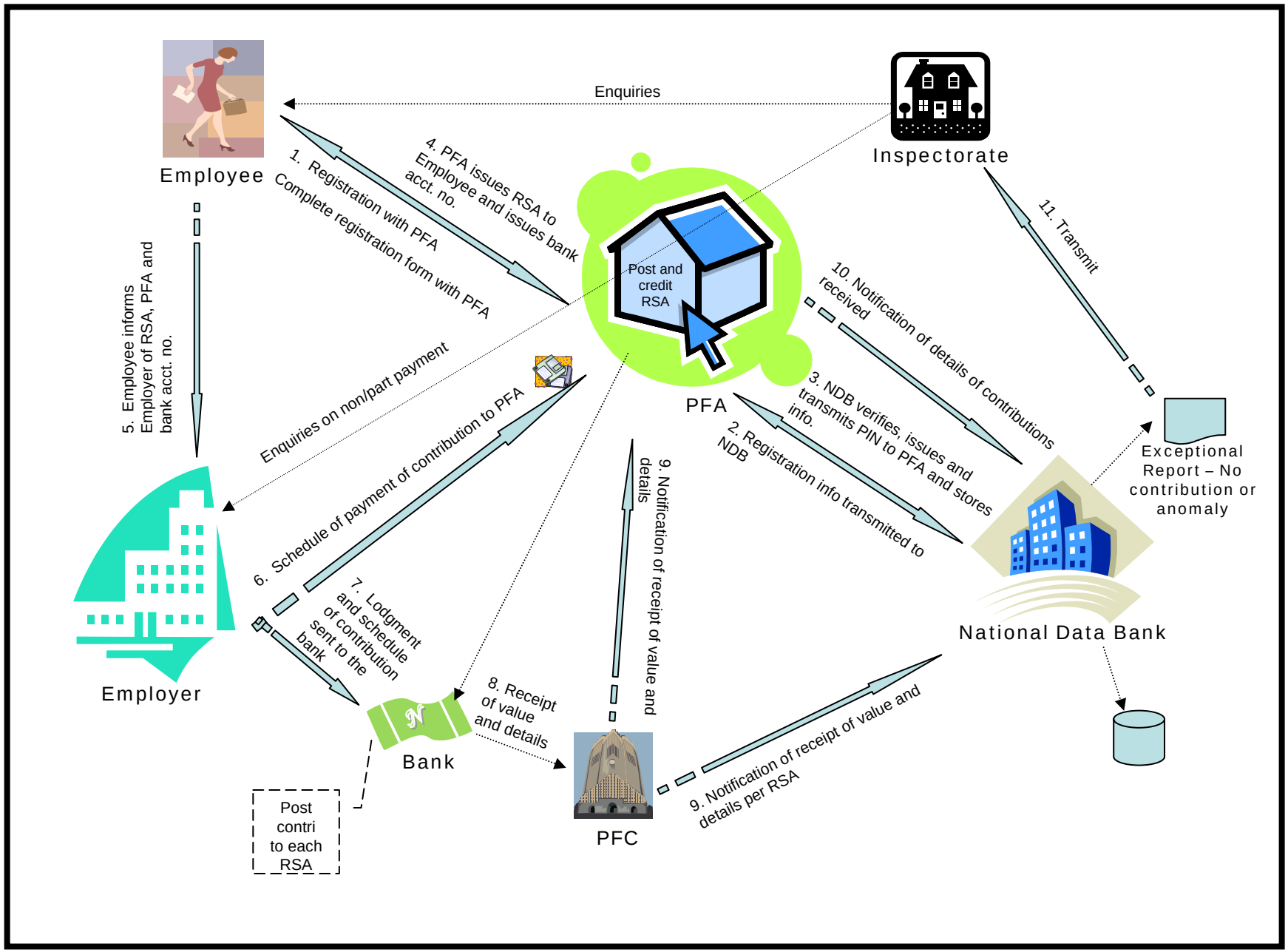
THE COLLECTION PROCESS

Appendix 2