65- -2.#4H$L&J#5?$0#&$H"C5"#4206:&#"N40B&40#2&
"@@250#&#>$&0"#5.$:&65;\$@#:&"0?&CHC&2G&
@C"66$6&#"5B>#:&".$&B0."C9&O4#>40&#>$&
02./6&;9&#>$&$0?&2G&#>$&.$H4$O&-$.42?:&
-".#4@5C".C9&G2.&@C"66$6&O4#>4O&#>$&
@"0?4?"#$E6&-.4/".9&G2@56&"0?&"09&
@5..4@5C5/&6-$@4G4@"CC9&4?$0#4G4$?&40&#>$&
"--240#/$0#&C$##$.L&

@2CCB&"0?&504H$.64#9&02./6L&=>$&?$-".#/$0#&
#"N$6&40#2&"@@250#:&>2O$H$.:&#>"#&JY=XJ&/"9&;$&
C2O$.&G2.&@$.#"40&#9-$6&2G&@25.6$6:&65@>&"6&0$O&

	6#5?$0#&"0?&-$$.&$H"C5"#4206&#>"#&".$& @2064#$O#C9&";2H$&#>$&02./ 6&O>$0&#"N$0&4O& @20#$F#&2G&#>$&0"#5.$:&65;\$@#:&"0?&CHC&2G& @C"66$6&#"5B>#L&XF@$CC$0#&#$"@>$.6&/ "9& >"H$&.$@$4H$?&.$@2B04#420&2.&"O".?6&G2.& #>$4.&#$"@>40B:&#>$9&/ "9&>"H$&/ $0#2.$?& 2#>$.&#$"@>$.6:&2.&#>$9&/ "9&>"H$&@.$"#$?& @5..4@5C5/ &#>"#&46&"?2-#$?&"#&2#>$.& 406#4#5#4206L&	"@#4H4#4$6:&-".#4@4-"#2.9&"@#420&.6".@>:&"0?& 40#$.?46@4-C40".9&"@#4H4#4$6L&

		O>4@>&65@>&O2.N&>"6&;$$0&65;\$@#$?L& W& [$@"56$&5.;"0&"0?&.$B420"C&-C"0040B&46&"& -.2G$66420"C&?46@4-C40$:&@20#.4;5#4206&#2&#>$& -.2G$66420&".$&>4B>C9&H"C5$?L&T6&65@>:&-5;C46>40B& 40&0201 6@>2C".C9&H$05$6&?4.$@#C9&.$C"#$?&#2&#>$& -C"0040B&-.2G$66420&46&.$@2B04_$?L& W& T@Z54.40B&B."0#6&2.&@20#."@#6&G.2 / &406#4#5#420"C&2.& $F#$.0"C&625.@$6&#>"#&O4CC&65--2.#&#>$&-.2?5@#420&2G& 6@>2C".C9&".#4@C$6:&-.2G$66420"C&.$-2.#6&2.& -".#4@4-"#420&40&@20G$.$0@$6&2.&2#>$.&-C"0040B& .$C"#$?&H0#6&46&H"C5$?L&

&&

3. Ser ice&

&&
&&

SHC&2G&T@>4H / $0#&	304H$.64#9&U.4#$.4"&	!$-".# / $0#&U.4#$.4"(V9-2#>$#4@"C&D.2G4C$6&2G& T@@2 / -C46> / $0#6&
306"#46G"@#2.9&	=>$&@"0?4?"#$&>"6&02#&?2@5 / $0#$?& 6$.H4@$&"@#4H4#4$6&#>"#& / $$#&#>$&;"6$C4O$& C$H$C&?$6@.4;$?&;$C2OL&	=>$&?$-".# / $0#&@20G2. / 6&#2&#>$&304H$.64#9&A=D&@.4#$.4"& O4#>&#>$&G2CC2O40B&@C".4G4@"#4206%& W& TCC&G"@5C#9&".$&$F-$@#$?&#2&-".#4@4-"#$&4O&?$-".# / $0#& "? / 4O46#."#420:&40@C5?4OB&6$.H40B&20&@2 / / 4##$$6& "0?&@2 / -C$#40B&"? / 4O46#."#4H$&#"6N6&"664B0$?&#2& #>$ / L&D".#4@5C".&H"C5$&46&-C"@$?&20%& b& M?$0#4G940B&6#."#$B4$6&#2&4 / -.2H$&#>$& @5..4@5C5 / &"0?&?$-".# / $0#&"? / 4O46#."#420L& b& Y.B"04_40B&"@#4H4#4$6&#>"#&;54C?&@2 / / 504#9& " / 20B&G"@5C#9:&6#5?$0#6:&"C5 / 04:&"0?&#>$&
["6$C4O$&	=>$&@"0?4?"#$&>"6&50?$.#"N$0&"&G"4.& 6>".$&2G&#>$&O2.NC2"?&.$Z54.$?&#2&N$$-& #>$&!$-".# / $0#&G50@#420 40B&O$CCL&=>46& 40@C5?$?&"@#4H4#4$6&65@>&"6&O2.N&20& ?$-".# / $0#&@2 / / 4##$$6:&#>$&@.$"#420&2.& .$H46420&2G&@5..4@5C":&#>$&"66$66 / $0#&2G& 6#5?$0#&C$".040B&25#@2 / $6:&2.&	

-".#4@4-"#40B&4O&?$-".# / $0#&-C"00404B:&
"@@.$?4#"#420:&25#.$"@>:&"0?&"?H4640BL&T&
;"6$C40$&CHC&2G&"@>4H / $0#&G2.&
-.2 / 2#420&#2&D.2G$662.&O4CC&"C62&40@C5?$&"#&
C$"6#&62 / $&6$.H4@$&"#&#>$&304H$.64#9&C$H$CL&

-.2G$66420"C&@2 / / 504#9L&

W& TCC&G"@5C#9&".$&$F-$@#$?&#2&"?H46$&"0?& / $0#2.&
6#5?$0#6&20&"&20$I20I20$&;"646&20&c 3D&-.2B." / &
Z5$6#4206:&"0?&"C62&20&@".$$.&"0?&-.2G$66420"C&
?HC2- / $0#&?$@4642O6L&

W& D.2H4?40B&$F-$.#46$&40&-.2G$66420"C&2.B"04_"#4206&
65@>&"6&>2C?40B&2GG4@$&2.&@>"4.40B&6-$@4"C&#"6N&
G2.@$6:&6$.H40B&"6&"0&$?4#2.&2.&-$$.&.$H4$O$.&G2.&