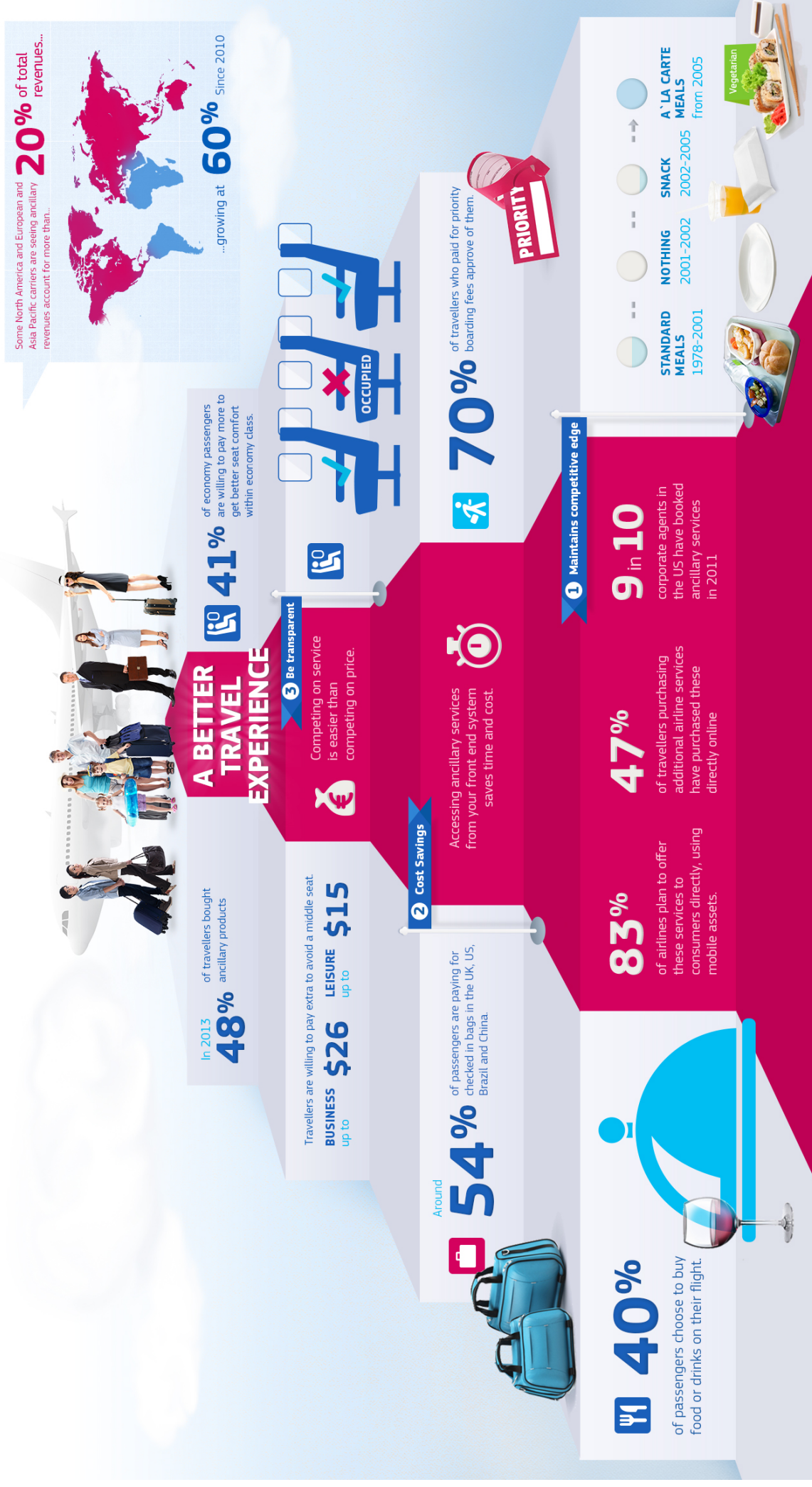


Why are ancillary services important?



GOOD CUSTOMER SERVICE RESULTS IN CUSTOMER LOYALTY AND RETENTION