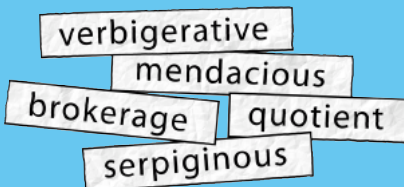


Dear

Thank you for your



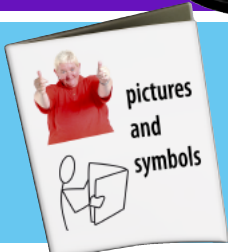
We're sorry but we found your information hard to understand. This was because of:



long words



type too small



no pictures or symbols



not enough time for us to do anything about it



We are interested to hear about

easy

So please make your information easier to understand.



Making things shorter and putting things on tape or coming to talk to us at a meeting would be a big help.



**Thanks a lot,
Yours sincerely**

