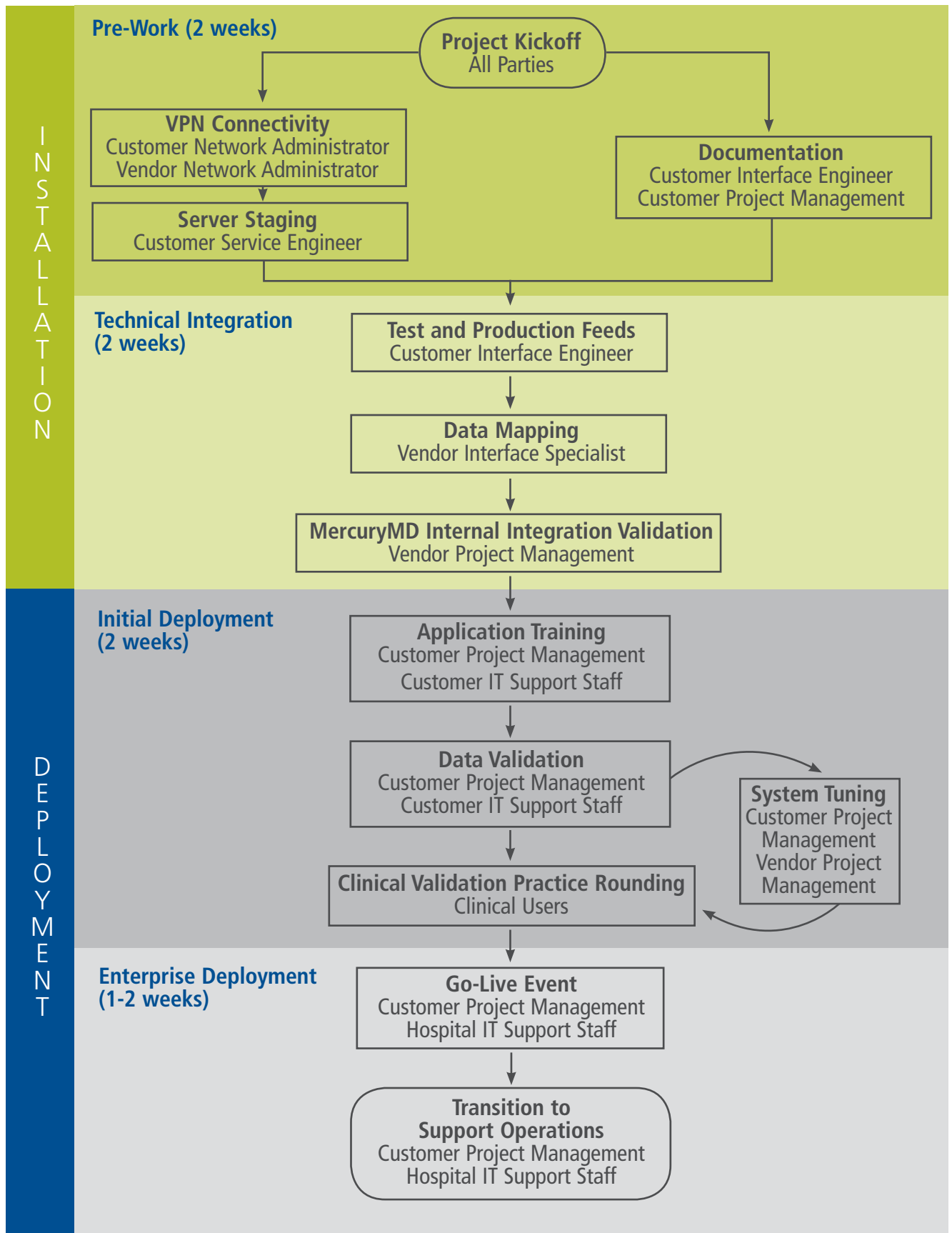


# IMPLEMENTATION PROCESS



Please direct questions to: Bill Graham, Manager of Client Program Services (919) 806-1700, ext 322.