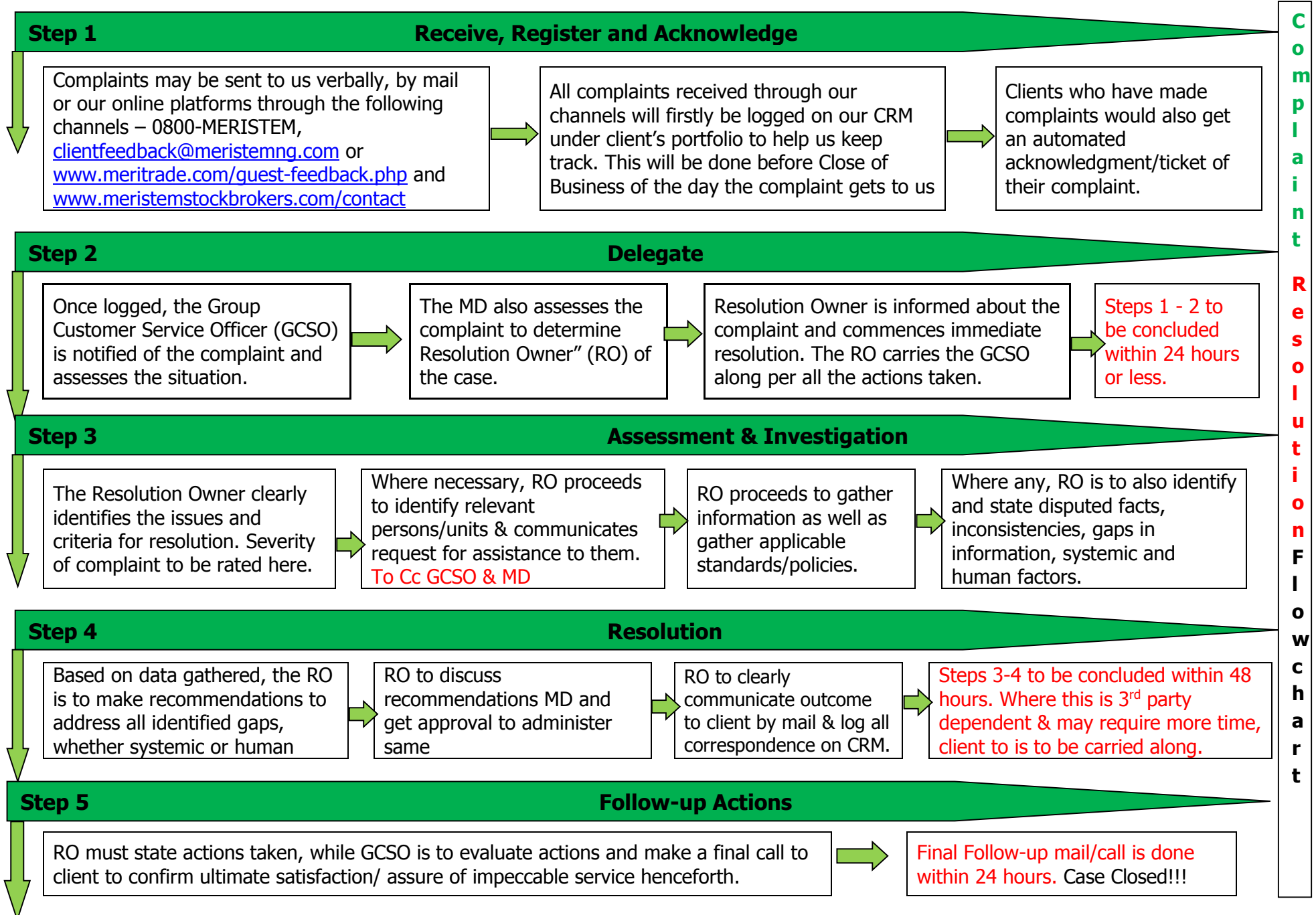


MERISTEM RESOLUTION FLOWCHART FOR COMPLAINTS



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KEY NOTES:

1. Where client is unsatisfied with the resolution proffered, then the case is re-opened and further discussed. All hands WILL be on deck to resolve outstanding issue(s) until client is fully satisfied.
2. Where the issue(s) at hand will require more than 48 hours for resolution, we implore that clients understand this and allow us enough time to bring the case to a conclusive end.
3. We require maximum cooperation from clients to achieve a total resolution of all issues. Where necessary, we will appreciate that you provide us with any information that will hasten total resolution.

Our central aim is to ensure that you do not have reasons to complain about our service renditions to you. However, in the event that you do have issues with any of our actions/services, we are more than willing to resolve such issues and get your ultimate satisfaction restored.

We therefore encourage you to get your feedback across to us to help us give you a delightful customer experience while exceeding your expectations.