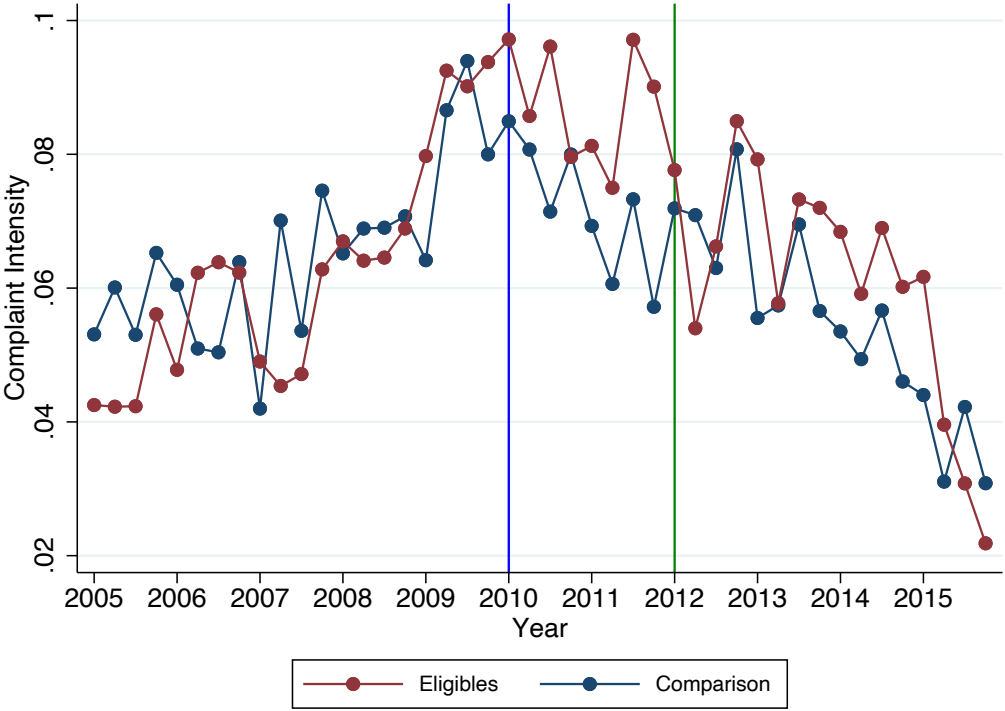
Complaint Intensity
.02
.04
.06
.08
.1
2005
2006
2007
2008
2009
2010
2011
2012
2013
2014
2015
Year
Eligibles
Comparison