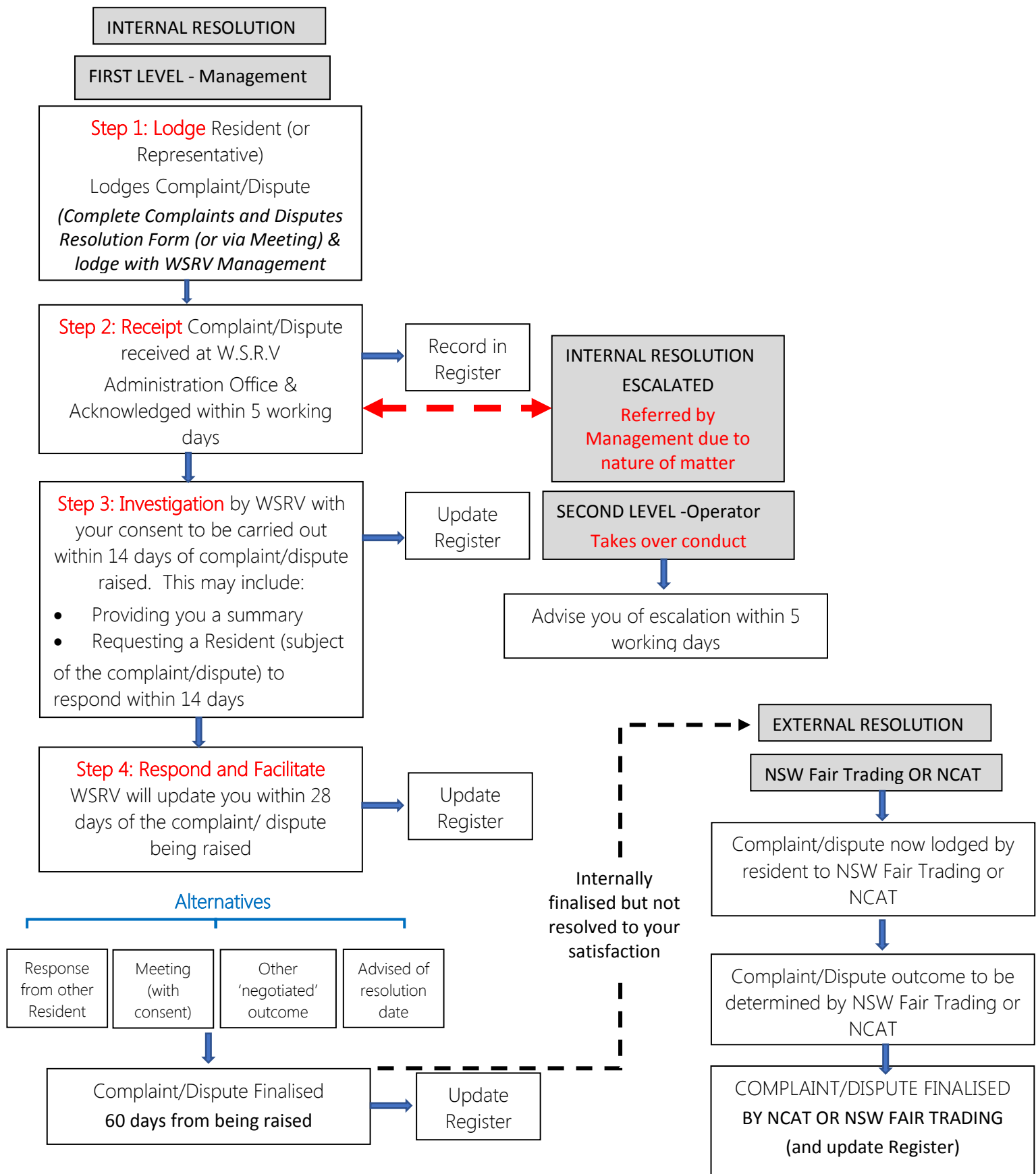


WANGI SHORES RETIREMENT VILLAGE (W.S.R.V)

COMPLAINTS AND INTERNAL DISPUTE RESOLUTION

FLOWCHART



This chart provides an overview of the complaint internal dispute resolution process for WSRV. For further details, please refer to the WSRV Complaints and Internal Dispute Resolution Process Document.