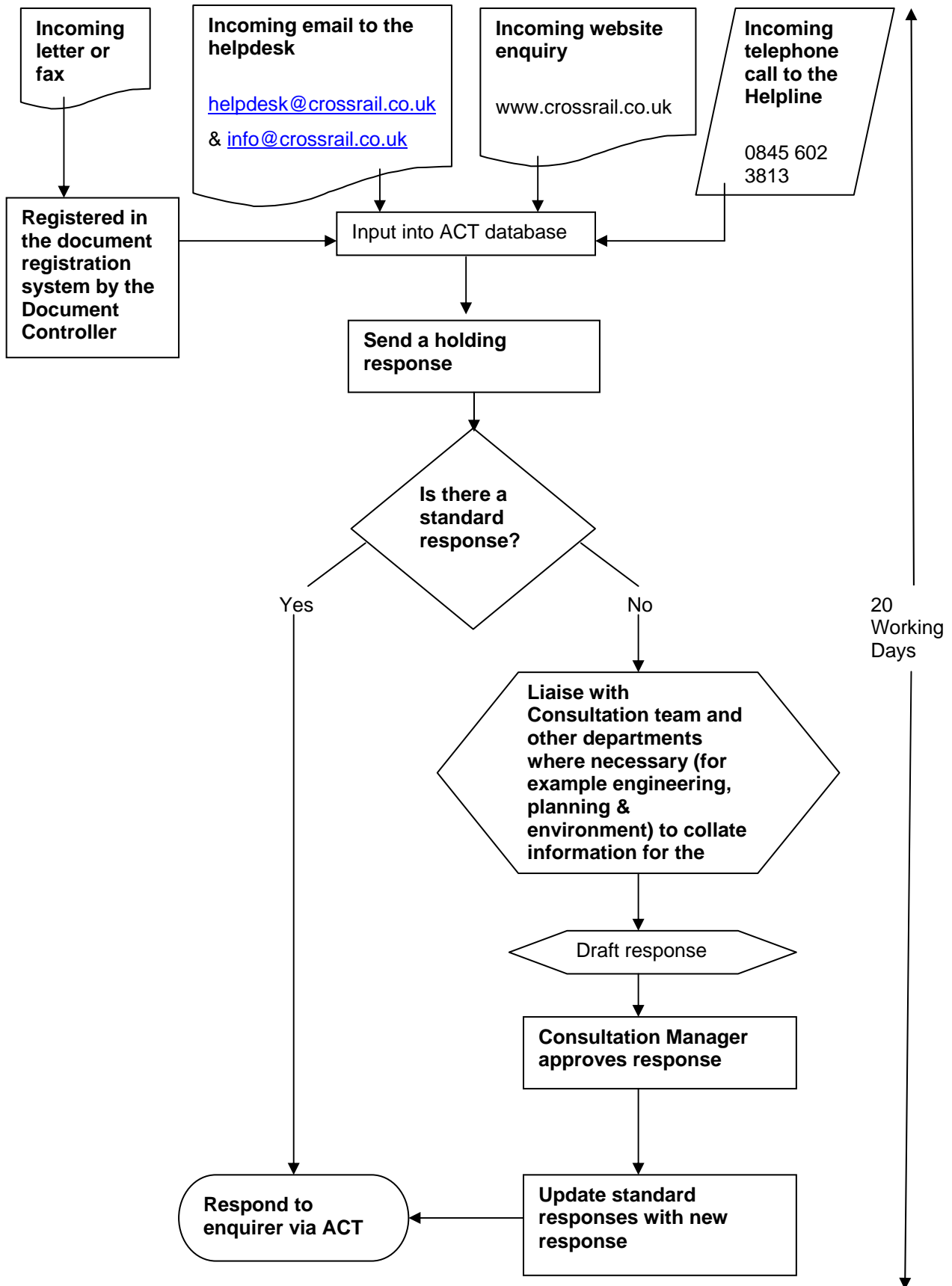


Appendix A – General Enquiries procedure



Appendix A - General Enquiries process for logging correspondence onto ACT

