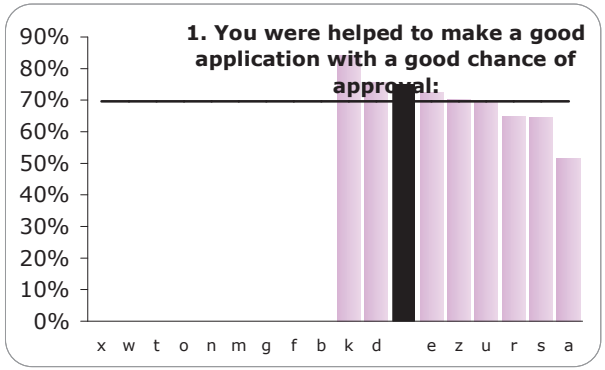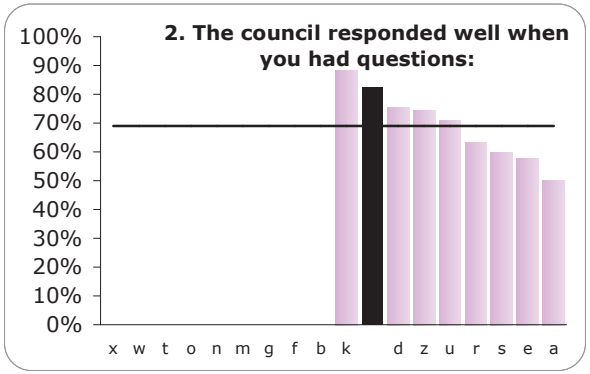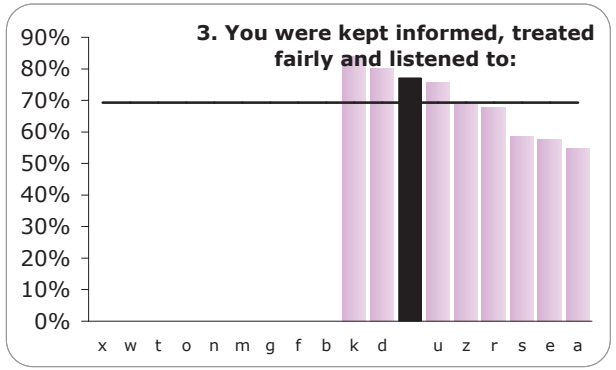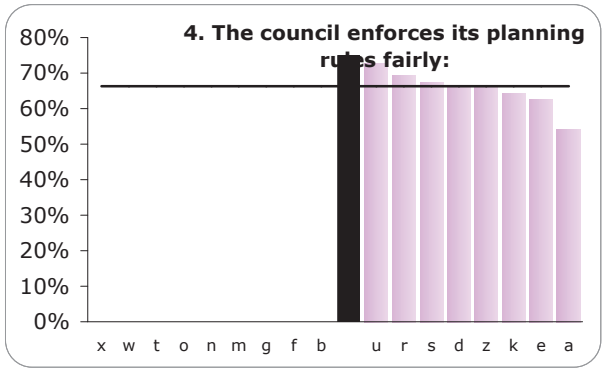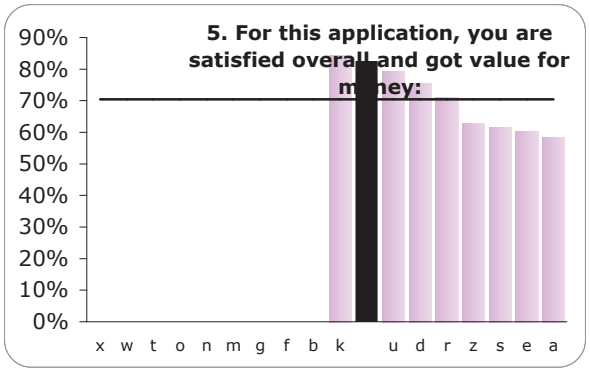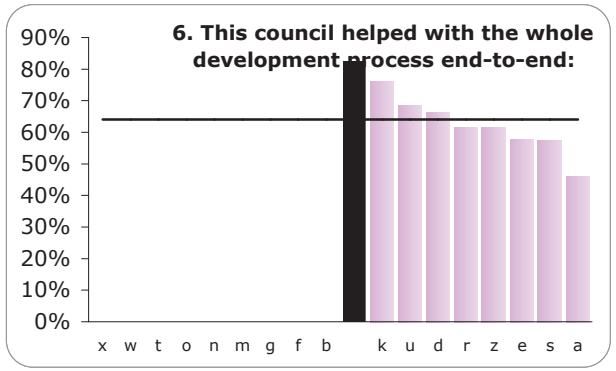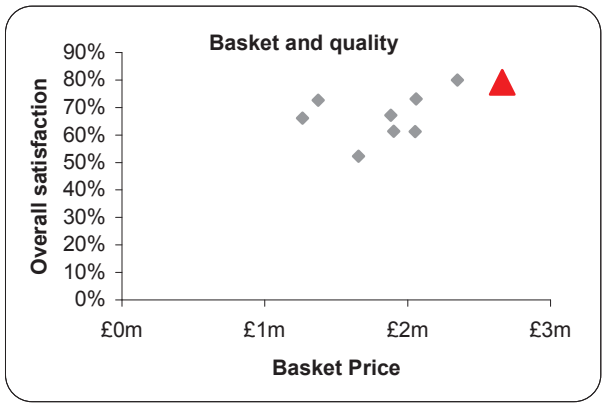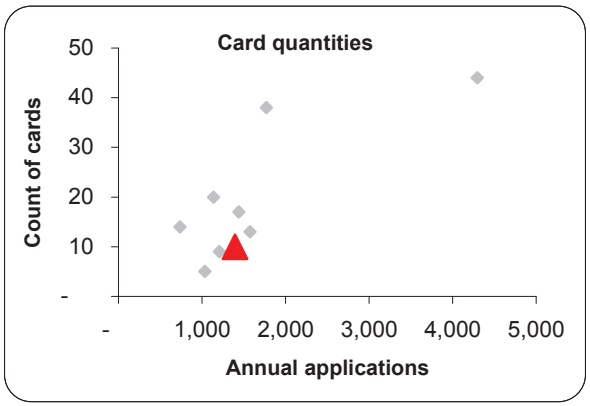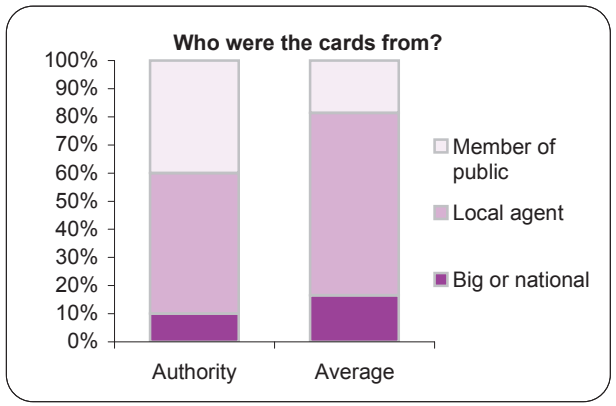CUSTOMER SATISFACTION - Comparison of postcard scores