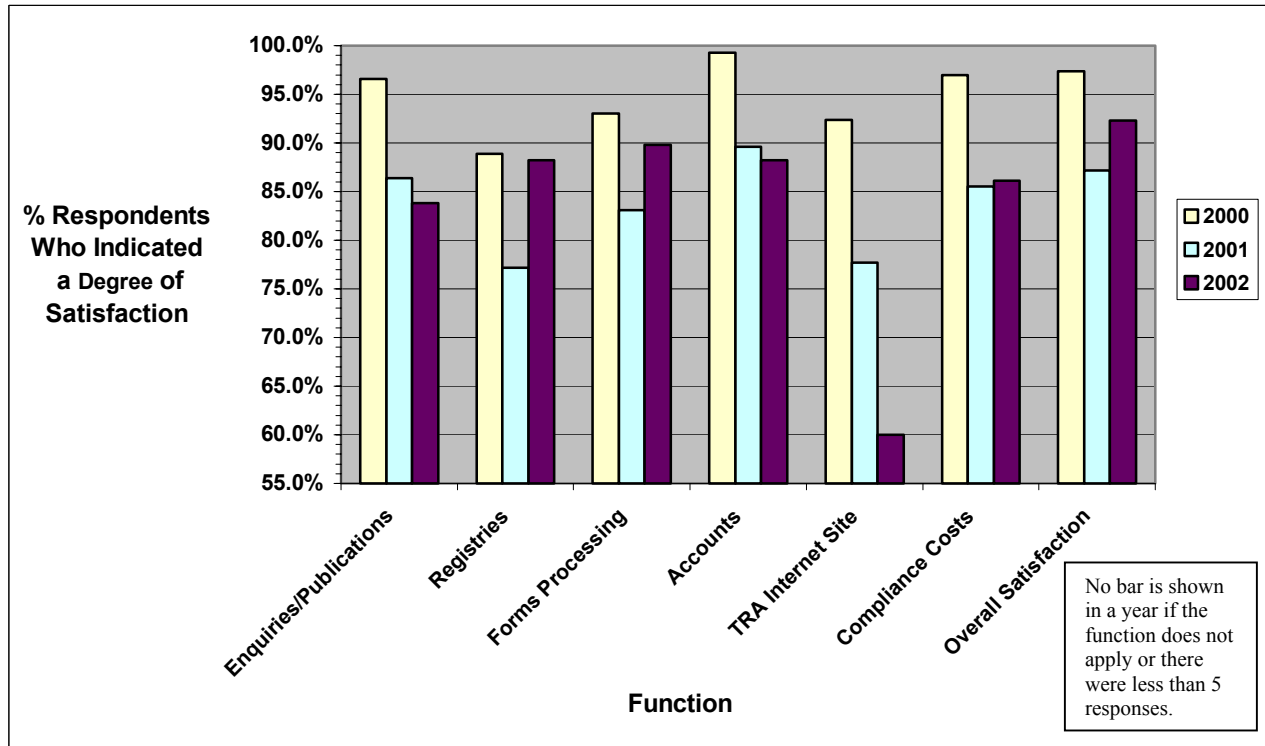


Results Comparison by Functional Area for the Years 2000 to 2002



Summary of Client Comments and Suggestions Provided on the 2002 Survey

Similar comments were combined and the numbers of such comments are noted in parenthesis.

- Satisfied with TRA's administration of the program (2)
- Should you ever change your current position and decide to eliminate this program again, we will discontinue purchasing NCE investments (1)
- The Notice of Determination and refund cheque could be put in one envelope to save postage (1)