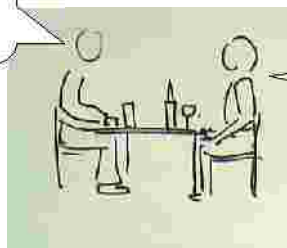


When do known unknowns become unknown knowns?

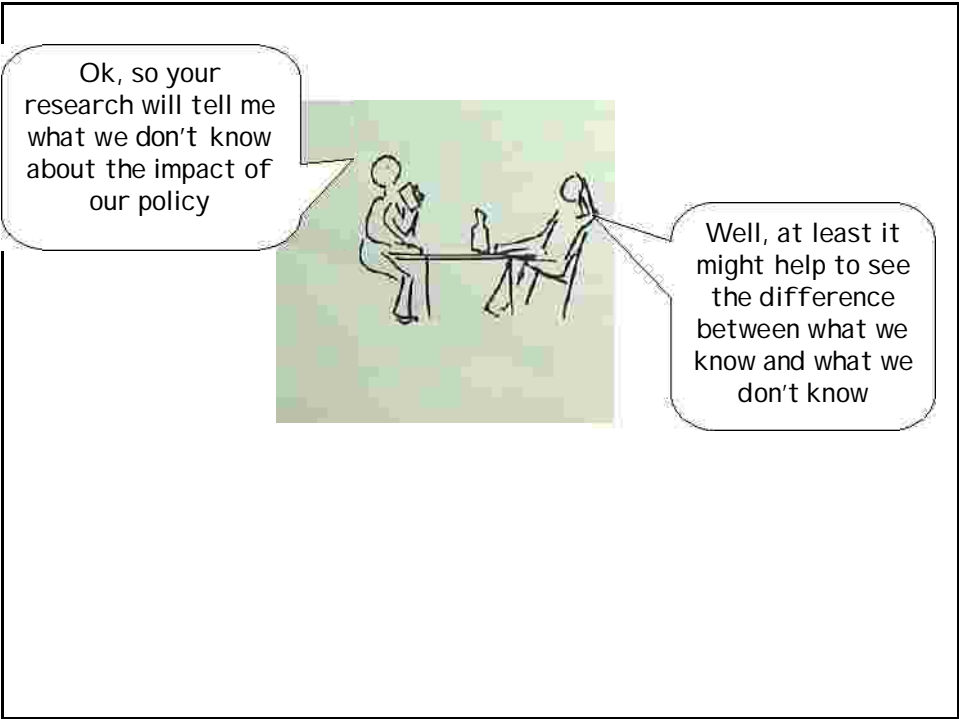
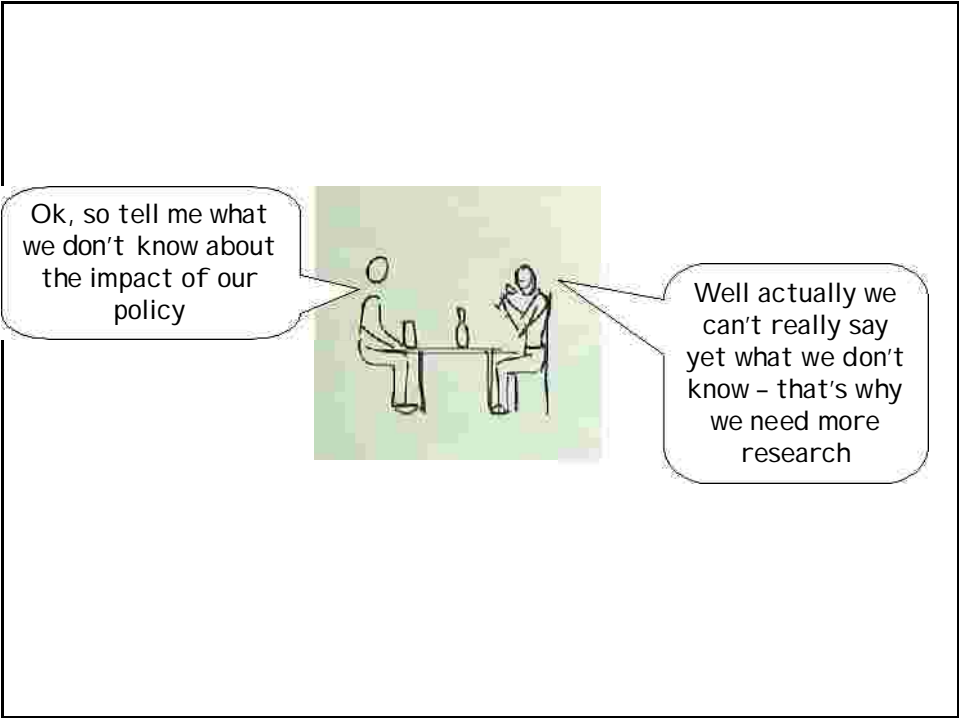


Actually it's all in the mind...

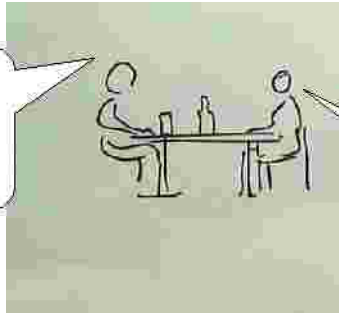
Ok, tell me what we know about the impact of our policy



Well it's very complex - more a case of what we don't know



Ok, so when we know the difference, what do we do then?



We'll send you the stage 1 invoice