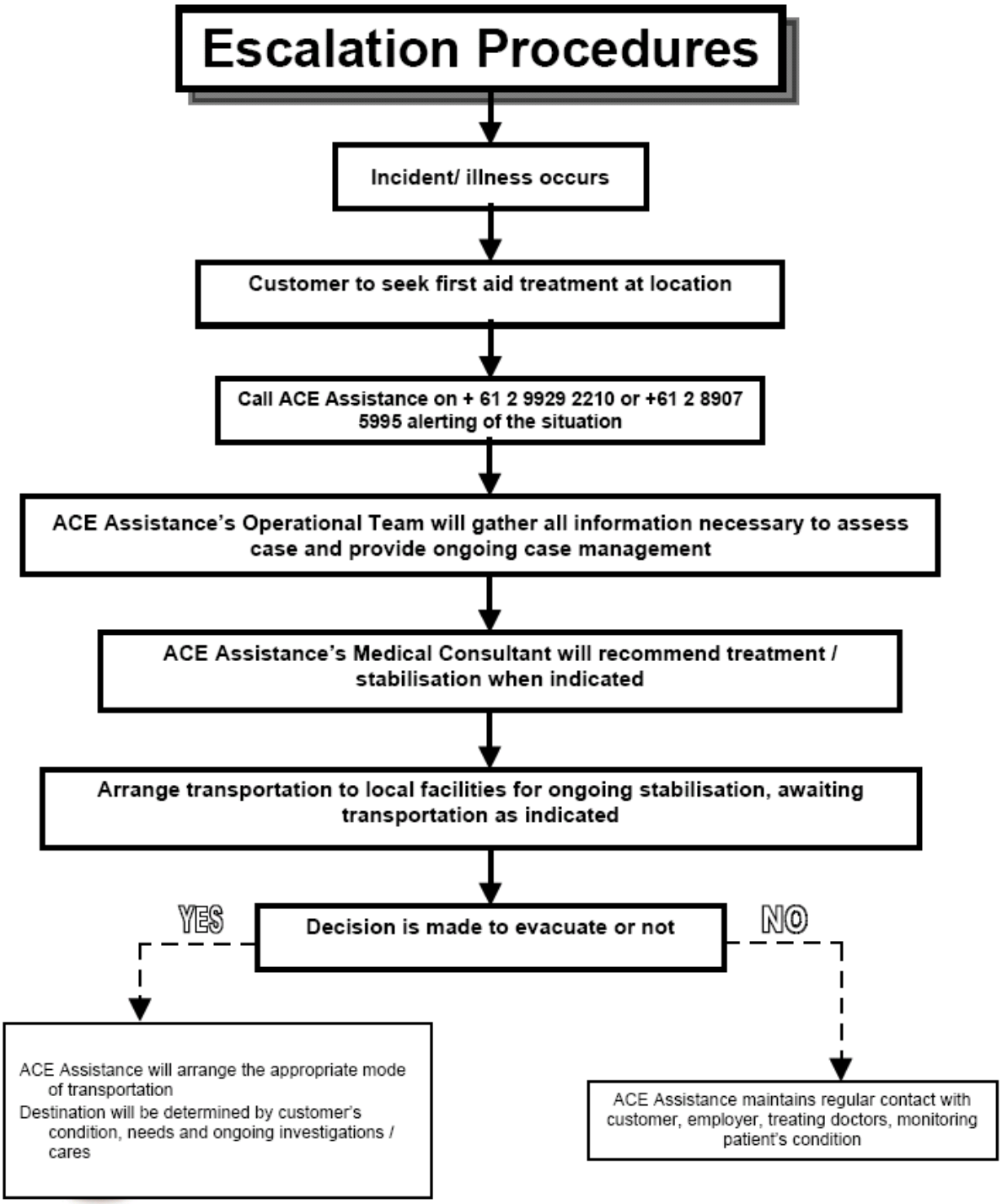
ACE Insurance Escalation Procedures



March 2010