



## Abo"! !he er#ice

!700:3 )/43 C3<B@3 7A / A31C@3 /11=; ; =2/B7=< A3@D713 B6/B >@=D723A 18 A31C@3 032A 4=@G=C<5 >3=>:3 /532 4@-;  
11 B= 18 G3/@A. "=1/B32 7< &/7A:3G, !700:3 )/43 C3<B@3 7A /2; 7<7AB3@32 OG / D=:C<B/@G O=/@2 =4 B@CAB33A =< 036/:4 =4  
B63 #7AA. E:7H/03B6 !700:3'A \*@CAB.

\*63 A3@D713 7A 7<A>31B32 /<<C/::G 7< /< C</<<=C<132 7<A>31B7=<. AA E3:: /A 037<5 7<A>31B32 OG B63 C/@3  
I<A>31B=@/B3, B63 A/43 13<B@3 7A /:A= AC0831B B= 8=7<B 7<A>31B7=<A OG H3@ #/83ABG'A I<A>31B=@/B3 =4 E2C1/B7=<  
(H#IE), 9<=E< /A E2C1/B7=< )1=B:/<2, /B 4=C@-G3/@7<B3@D/:A /<2 7A @357AB3@32 E7B6 B63 (357AB@/@=4 I<23>3<23<B  
)16==:A.

\*63 A3@D713 6/A 7<2==@@31@3/B7=</: 4

- "\*63 >:/13 7A @3/::G <713 - 8CAB 6/D3 / :=9."
- "\*63G /@ @3/::G 5==2 /B B637@8=0. I'D3 <3D3@033< @3AB@/7<32 OCB I'D3 A33< 7B /<2 7B'A 2=<3 A/43:G"
- "- 3'D3 6/2 / 5@3/B AC; ; 3@ E3 6/2 =C@>/22:7<5 >==;, E3 272 A1CO/-27D7<5, &/@=C@ /<2 0=C56B A=; 3 =B63@ ABC44."
- "I4 I 6/D3 / E=@G =@ / 1=; >:/7<B I 1/< 5= /<2 A>3/9 B= AB/44."
- "I 433: :=D32. I 6/D3 /1673D32 7< ; G >:/13; 3<B."
- "I B67<9 7B'A @3/::G 5==2 63@3. )B/44 /@ @3/::G 5==2 /B C<23@4B/<27<5 CA."
- "- 3 5= =< =CB7<5A /<2 /:: B63 0/A71 B67<5A /@3 E3:: B/93< 1/@3 =4."
- 3 7<B3@73E32 / <C; 03@=4 >/@3<BA E6= E3@3 D3@G A/B7AJ32. \*637@1=; ; 3<BA E3@3 /A 4=::=EA:
- "!700:3 6/A 033< / G=2A3<2, 1/<'B 03 /<G ; =@3 >=A7B7D3."
- ")B/44 /@3 3F13::3<B."
- "ED3@G ; 3; 03@=4 AB/44 1/@3A 4=@; G 167:2."
- "H3/:B6 7A E3:: 1/B3@32 4=@"
- "I /; 57D3< / @35C:/@ @3>=@ /<2 /<GB67<5 E3 <332 7A 1/@32 =CB."
- "I 6/D3 @35C:/@ @3D73EA E63@3 I 1/< B/:9 /O=CB ; G A=<."
- "IB'A 033< 5@3/B /<2 / @3/; >:/13 E63@3 I 1/< 53B 63:> 4=@; G A=<."
- "ED3@G ; 3; 03@=4 AB/44 A>3/9A B= ; 3 E7B6 @3A>31B."
- "\*63G /@3 4

- "I B67<9 B63 ?C/:7BG =4 1/@3 /<2 AC>>=4 >@=D7232 OG !700:3 7A B= / 6756 AB/<2/@2. A! <96D32616A3! @

3 #4. 84B

A3@713 3<1=C@/532 /<2 AC>>=432 G=C<5 >3=>:3 B= >/@717>/B3 7< /:: /A>31BA =4 B637@1/@3. )B/44 E3@3 4=C<2 B= 6/D3 4=@ 32 3F13::3<B @:/B7=<A67>A E7B6 G=C<5 >3=>:3 /<2 B637@4/; 7:73A.

A:: G=C<5 >3=>:3 E3@3 4C::G 7<D=:D32 7< 1/@ >:/<<7<5, @A9 /AA3AA; 3<B, /<2 O36/D7=C@AC>>=4 >:/<A. \*63A3 @31=@232 /:: /A>31BA =4 B637@O36/D7=C@ /<2 B==9 /11=C<B =4 B63 O3AB AB@/B3573A E6716 E3@3 >CB 7< >:/13 B= 63:> G=C<5 >3=>:3 53B B63 O3AB >=AA7O:3 =CB1=; 3A. - 3 4=C<2 G=C<5 >3=>:3 6/2 @35C:/@=>=4C<7B73A B= ; 33B E7B6 B637@93G E=@3@ /<2 6/D3 B/@53B32 7<27D72C/: A3AA7=<A B= /22@3AA B637@<332A. A:: =4 B63A3 3:3; 3<BA 3<AC@32 B6/B G=C<5 >3=>:3 43:B D/:C32 /<2 :7AB3< B=. \*63A3 /:: 1=<B@O3CB32 B= G=C<5 >3=>:3 6/D7<5 3F13::3<B =CB1=; 3A.

A:: G=C<5 >3=>:3 6/2 4/<B/AB71 =>>=4C<7B73A B= 5/7< 32C1/B7=</: ?C/:7J1/B7=<A /B A16==: OCB /:A= 6/2 =>>=4C<7B73A B= O3 7<D=:D32 7< 7<=<D/B7D3 E=@ >@=5@/; ; 3A. #/<G G=C<5 >3=>:3 6/2 B63 3FB3<A7D3 =>>=4C<7BG B= C<23@/93 E=@ 3F>3@3<13, E=@ >:/13; 3<BA, /<2 >/72 E=@ /B !700:3- =@A. - 3 4=C<2 A3D3@/: G=C<5 >3=>:3 E6= 6/2 /1673D32 <=B/O:3 AC113AA /<2 3F/; @3AC:BA, )1=BB7A6 , =1/B7=</: ' C/:7J1/B7=<A (, ' A), 1=:353 >:/13; 3<BA, /<2 /:A= 5/7< />>@<B713A67>A E6716 :32 B= 4C::-B7; 3 3; >:=G; 3<B. \*63@3 E/A /< 3F13>B7=</: 4=1CA =< /1673D3; 3<B E63@3 G=C<5 >3=>:3 1=C:2 5/7< / @/<53 =4 A97::A B6/B E=C:2 63:> B63; ; =D3 =<.

\*63 A3@713 =443@32 /< 3F13>B7=</: @/<53 =4 27D3@A3 /1B7D7B73A 23A75<32 B= 3<AC@3 G=C<5 >3=>:3 6/2 >=A7B7D3 3F>3@3<13A 2C@<5 B63 AC; ; 3@ \*63@3 E3@3 ; /<G B63@/>3CB71 /<2 7<=<D/B7D3 /1B7D7B73A >:/<<32 B= 3<AC@3 B6/B G=C<5 >3=>:3 6/2 /113AA B= / D/@3BG =4 <3E 3F>3@3<13A. \*67A 7<1:C232 A1CO/-27D7<5 /<2 4@3 @C<<7<5, /A E3:: /A 1=<D3<B7=</: A>=4A AC16 /A 4=BO/: /<2 B3<<7A.

\*63 A3@713 6/2 3F13>B7=</: 63/:B6 /AA3AA; 3<BA /<2 B@3/B; 3<B >:/<A E6716 E3@3 1/@32 =CB OG B63 A>317/:7AB :==932 /4B3@ /<2 /11=; ; =2/B32 167:2@3 (<"AAC) <C@A3. \*67A 3<AC@32 B6/B G=C<5 >3=>:3 6/2 /:: B637@O/A71 16319A /<2 7; ; C<7A/B7=<A /<2 B6/B B63G 6/2 4=:E C> />>=7<B; 3<BA E7B6 53<3@/: >@/1B7B7=<3@A (G&A) /<2 3FB3@</: 63/:B6 >@=43AA7=</:A. \*63 A3@713 6/2 /< 3F13>B7=</: )>317/:7AB l<B3@D3<B7=< )3@713 (I)) E6716 >@=D7232 3F>3@

\*63 A3@713 6/2 ; /23 1=<A723@/0:3 >@=5@3AA /22@3AA7<5 >@3D7=CA /@3/A 4=@7; >@=D3; 3<B. \*63 >/>3@E=@ =<  
A/436=:2A 6/A 033< 23D3:=>32 /<2 @3D73E32. \*67A 6/A @3AC:B32 7< 1:3/@3@31=@27<5 =4 /:: B63A3 7<1723<BA. - 3  
4=C<2 /:: E3@3 1=; >:3B32, B6/B G=C<5 >3=>:3 E3@3 AC>=>=32 E3:: E7B6 "743A>/13 7<B3@73EA, /<2 B6/B AB/44 E3@3  
/:: @3137D7<5 / 230@34. - 3 4=C<2 B6/B B63@3 E/A / 1:3/@4=1CA =< @32C17<5 >6GA71/: 7<B3@D3<B7=<A /<2 B6/B B63@3  
E/A B63 CA3 =4 /< 7<13<B7D3 A163; 3 7< B63 13<B@3 E6716 E/A OC7:27<5 =< >=A7B7D3 /4J@, /B7=< /<2 6/2 /:A=  
@32C132 B63 CA3 =4 A/<1B7=<A. .

EAB/O:7A632 AB/44 6/2 3F13>B7=</::G 5==2 =>=>=4C<7B73A B= 23D3:=> >@=43AA7=</::G #=AB AB/44 6/2 /< ), ' 4 /A /  
 ; 7<7; C; AB/<2/@. \*63@ E/A / @/ : 4=1CA =< B@/7<7<5 B@/7<3@A /<2 3<1=C@/57<5 AB/44 B= :3/@ /<2 A6/@ :3/@<7<5.  
 )B/44 E3@ 3<B6CA7/AB71 /O=CB B63 =>=>=4C<7B73A B63G 6/2, E6716 3D723<132 B6/B B67A E/A / @16 :3/@<7<5  
 3<D7@=<; 3<B E63@ AB/44 E3@ 3<1=C@/532 B= 1=<B7<C/::G 23D3:=>. \*67A E/A /< =@/ <7A/B7=< E7B6 / @/ : 4=1CA =<  
 :3/@<7<5 /<2 23D3:=>; 3<B 4=@AB/44. )B/44 /B /:: :3D3:A 6/2 /113AA B= 5/7<7<5 ; /AB3@A :3D3: ?C/:7J1/B7=<A /<2 AB/44  
 E3@ @5C:/@G 1=<B@OCB7<5 B= 1=<43@<13A, O=B6 </B7=</: /<2 7<B3@/:7=</::G.

\*63 A3@713 6/2 @13<B:G @323A75<32 B637@AC>3@7A7=< /<2 />@7A/: AGAB3; B= ; /93 B67A :3AA 1C; O3@=; 3 /<2  
 ; =@ @K31B7D3. \*67A 6/A O33< E3:: @137D32 OG B63 AB/44 5@C>. A:: AB/44 6/2 =>=>=4C<7B73A B= O3 AC>=>=432 /<2  
 AC>3@7A732 B6@C56=CB B63 =@/ <7A/B7=<. %B63@=>=>=4C<7B73A 7<1:C232 @5C:/@B3/; ; 33B7<5A /<2 6/<2=D3@,  
 E63@ E3 A/E >@/1B713 /<2 @K31B7=< O37<5 CA32 B= 3<AC@ B6/B G=C<5 >3=>:3'A <332A E3@ O37<5 ; 3B. \*63  
 A3@713 6/2 3FB3@/: AC>=>=4 >@=5@/ ; ; 3A B= 3<AC@ AB/44 E3@ E3:: AC>=>=432, O=B6 7< /<2 =CBA723 E=@. \*67A  
 7<1:C232 CA3 =4 1=C<A3::7<5 A3@713A /A E3:: /A @2C132 433A 4=@5G; ; 3; O3@67>A. \*63 A3@713 6/2 / E3::  
 23D3:=>32 E3::O37<5 5@C> B6/B >CB >@=5@/ ; ; 3A 7< >:/13 B= 3<AC@ AB/44 E3@ 3; =B7=</::G /<2 >6GA71/::G E3::

)B/44 B3/; A E3@ 4C::G 7<D=:D32 7< B63 7; >@=D3; 3<B =4 B63 A3@713 E7B6 @5C:/@23D3:=>; 3<B 2/GA /<2 B63  
 1@B7=< =4 7<27D72C/: C<7B 23D3:=>; 3<B >:/<A B= 3<AC@ 7; >@=D3; 3<B /B /:: :3D3:A.

- 3 5/D3 A=; 3 /2D713 /O=CB B63 /A>31BA =4 >@D/1G 7<D=:D7<5 / >3@=</: 1=; >:/<B. \*63 A3@713 /5@332 B= /:B3@  
 B67A 7; ; 327/B3:G.

\*63@ E/A / E3:: =@/ <7A32 AGAB3; =4 2CBG ; /</53; 3<B E6716 3<AC@2 B6/B B63@ E3@ /:E/GA A3<7=@; /</53@  
 =< A7B3 B= 23/: E7B6 2/G-B=-2/G 3D3<BA /<2 231A7=<A E6716 <332 /<7; ; 327/B3 @3A>=<A3.

\*63@ 6/2 O33< 1=<A723@/O:3 7<D3AB; 3<B 7< 3<AC@<5 B63@ E3@ 3F13::3<B E=@7<5 @:/B7=<A67>A E7B6 /2D=1/1G  
 A3@713A (AC16 /A - 6= C/@3A?) 1=B:/<2). \*63 A3@713 6/2 /113AA B= BE= 4C:-B7; 3 E=@93@ 4=@/: G=C<5 >3=>:3  
 E7B67< B63 A3@713. \*63@ E/A /< 3; O32232 1C:BC@ =4 /2D=1/1G E6716 3<AC@2 B6/B G=C<5 >3=>:3 6/2 /< =CBA723  
 /53<1G 7<D=:D32 7< ; /<B/7<7<5 B637@@56BA E7B67< B63 =@/ <7A/B7=< /<2 3FB3@/:G. - 6= C/@3A?) 1=B:/<2 6/D3  
 O33< 4C::G 7<D=:D32 7< 57D7<5 G=C<5 >3=>:3 / D=713 E7B67< B63 =@/ <7A/B7=<.

. =C<5 >3=>:3 E3@ /1B7D3:G 7<D=:D32 7< >/@717>/B7=< /B /:: :3D3:A =4 B63 A3@713, 4@; 2/G-B=-2/G 231A7=<A, G=C<5  
 >3=>:3'A ; 33B7<5A, 3FB3@/: 1=<AC:B/B7=<A, /<2 7<=<D/B7D3 1=<AC:B/B7=<A 27@31B:G 4=@B63 =@/ <7A/B7=<. \*63@ E/A /  
 AC>3@ 4/; 7:G <3BE=@ E6716 3<AC@2 B6/B >/@<BA' D=713A E3@ 63/@ /B O=@/2 :3D3:. \*63 A3@713 6/2 / D/@3BG =4  
 AGAB3; /B71 E/GA =4 53BB7<5 B63 D73EA =4 G=C<5 >3=>:3, >/@<BA, AB/44, /<2 3FB3@/: AB/936=:23@ E6716 E3@  
 5/B63@2, /</:GA32, /<2 7<4=@, 32 B63 A3@713'A 7; >@=D3; 3<B >:/<.

- 3 4=C<2 3F13::3<B /C27B7<5 >@=13AA3A E7B67< B63 A3@713. \*67A 3<AC@2 B6/B B63 A3@713 E/A 1=<B7<C/::G  
 7; >@=D7<5 /:: /A>31BA =4 B63 A3@713.

\*63 A3@713 6/2 / 1:3/@AB@B3571 >:/< E6716 E/A 1:3/@G /O=CB 7; >@=D7<5 B63 A3@713 /<2 6/D7<5 G=C<5 >3=>:3 /B  
 B63 63/@ =4 B67A 23D3:=>; 3<B. \*63A3 E3@ A=; 3 3F17B7<5 B7; 3A, /A B63 =@/ <7A/B7=< 6/2 7<D3AB32 7< / <C; O3@=4  
 7<=<D/B7D3 23D3:=>; 3<BA. \*63 A3@713 6/2 A31C@2 / @3A3/@163@E6= 7A /</:GA7<5 B63 =CB1=; 3A =4 G=C<5 >3=>:3  
 =D3@B7; 3 B= 3<AC@ B6/B B63 A3@713 7A ; /F7; 7A7<5 =>AA7O:3 =CB1=; 3A. \*63 =@/ <7A/B7=< 6/2 7<D3AB32 7< 6/D7<5 /  
 <3E 27@31B=@ E7B6 / 4=1CA =< 16/<57<5 B63 A3@713'A 1C:BC@ B= O3 4C::G B@/C; / 7<4=@, 32. \*63 A3@713 E7:: CA3 /<2  
 1@B3 @3A3/@16-O/A32 >@/1B713 E6716 E7:: 3<AC@ G=C<5 >3=>:3 6/D3 ; /F7; C; =>=>=4C<7B73A B= 6/D3 :7A3  
 16/<57<5 =CB1=; 3A.

\*63 A3@713 @3A>=<2A E3:: B= 3FB3@/: 1=; ; 7AA7=<7<5 /<2 7<A>31B7=<A E63@ B63G 4C::G /1B =< /:: B63  
 @31=; ; 3<2/B7=<A /<2 /@/A 4=@ 23D3:=>; 3<B. \*63 =@/ <7A/B7=< 1=<B7<C/::G 7; >:3; 3<BA 1:3/@/1B7=< >:/<A E6716  
 3<AC@2 B6/B B63 A3@713 1=<B7<C/::G AB@D3A 4=@7; >@=D3; 3<B. \*63 A3@713 6/2 /:@/2G CA32 B63 <3E H3/:B6 /<2

)=17/: C/@3 )B/<2/@2A (H)C)) B= 03<16; /@ B637@=@5/<7A/B7=< E7B6 / A3:4 /AA3AA; 3<B 2=1C; 3<B E6716 E/A 03  
CA32 B= 3<AC@3 B6/B G=C<5 >3=>:3 6/D3 B63 03AB >=AA70:3 A3@713.



Date	Type	Grading
24 AC5 2015	+</<<=C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>
30 /< 2015	+</<<=C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>
20 AC5 2014	+</<<=C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>
21 C< 2013	+</<<=C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>
10 /< 2013	+</<<=C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>
25 C: 2012	+</<<=C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>
6 #/@2012	+</<<=C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>
10 /< 2011	A<<=C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>

Date	Type	Grading
27 AC5 2010	+</<=<C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>
9 F30 2010	+</<=<C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>
7 %1B 2009	A<<=<C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>
22 /< 2009	+</<=<C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>
23 C: 2008	A<<=<C<132	C/@3 /<2 AC>>=4 E<D7@=<; 3<B )B/4J<5 #/</53; 3<B /<2 :3/23@A67>

To &nd o"! more