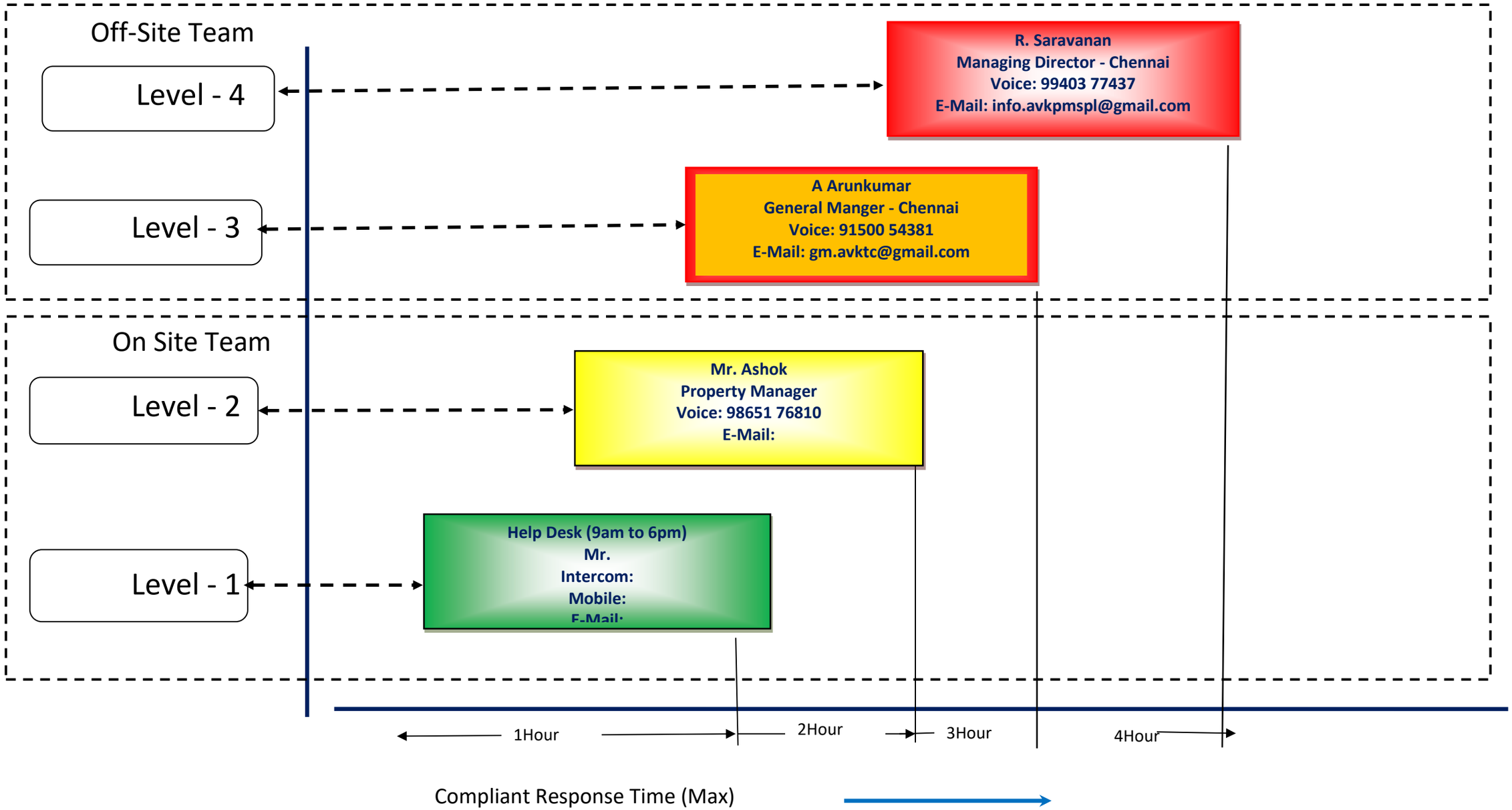Escalation Matrix for Property Related Issues @ Marigold