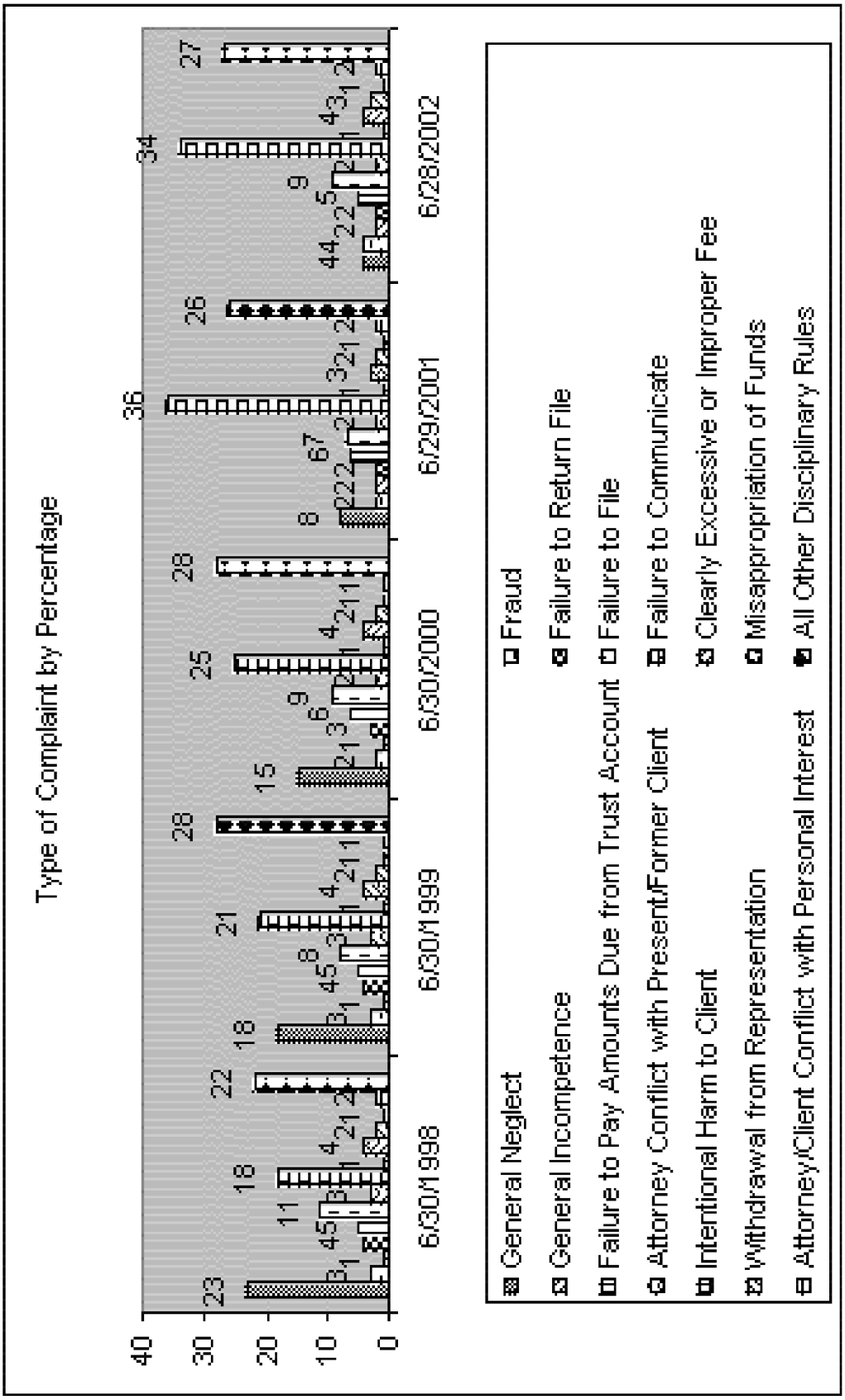
CHART 4


Type of Complaint by Percentage
40
30
20
10
0
6/30/1998
6/30/1999
6/30/2000
6/29/2001
6/28/2002
General Neglect
General Incompetence
Failure to Pay Amounts Due from Trust Account
Attorney Conflict with Present/Former Client
Intentional Harm to Client
Withdrawal from Representation
Attorney/Client Conflict with Personal Interest
Fraud
Failure to Return File
Failure to File
Failure to Communicate
Clearly Excessive or Improper Fee
Misappropriation of Funds
All Other Disciplinary Rules