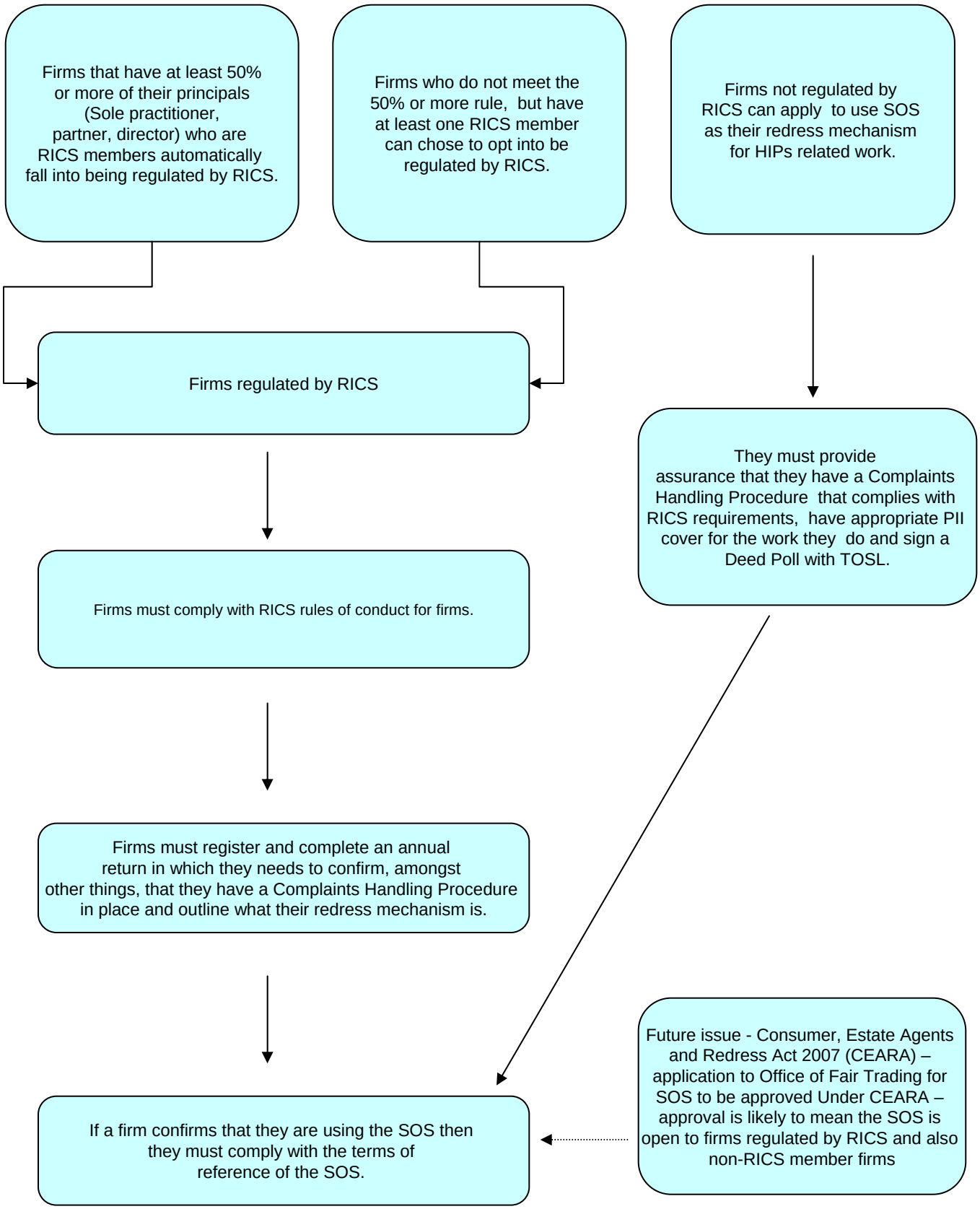Firms that are eligible to use the Surveyors Ombudsman Service (SOS)