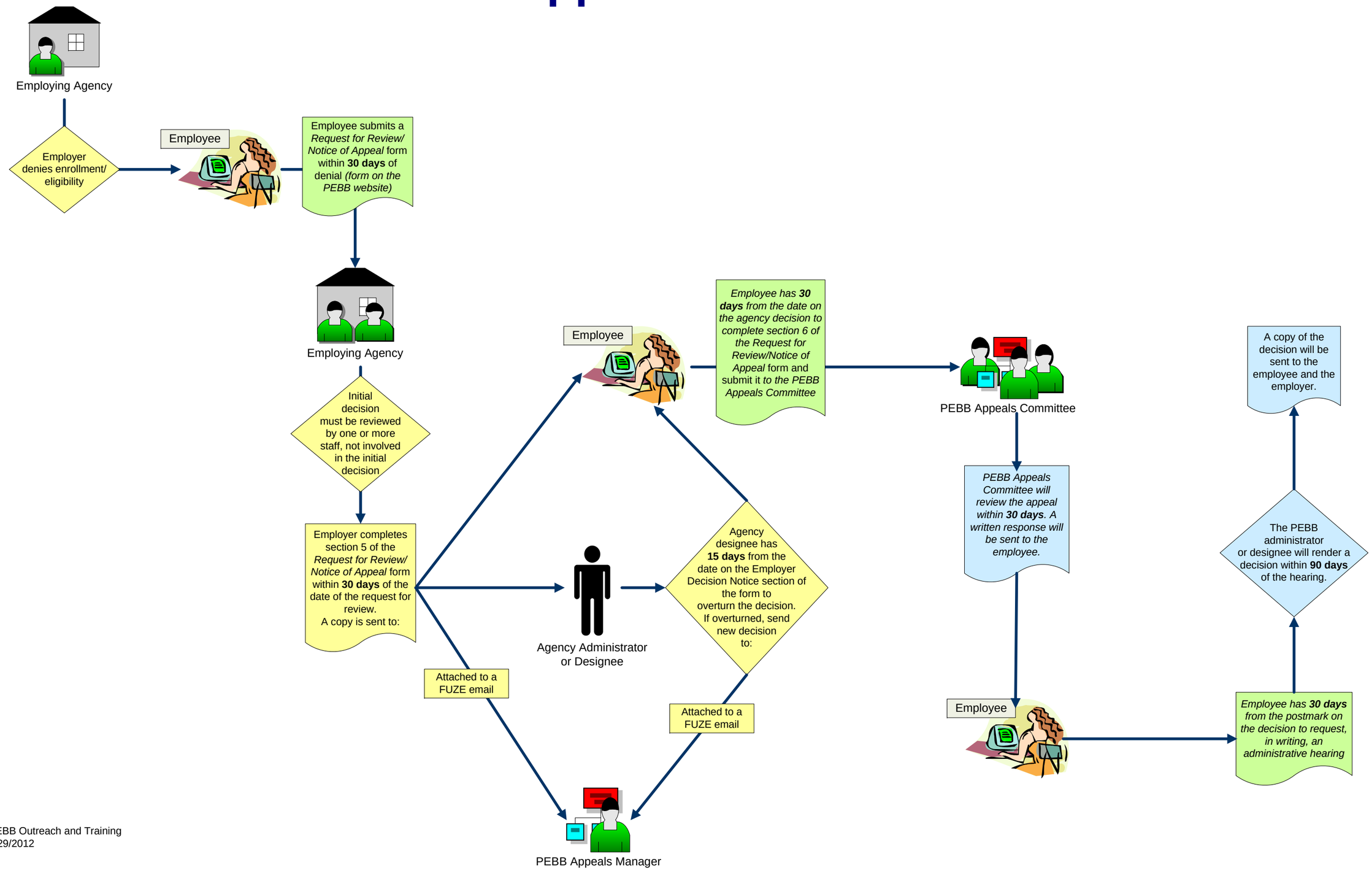Appeals Process