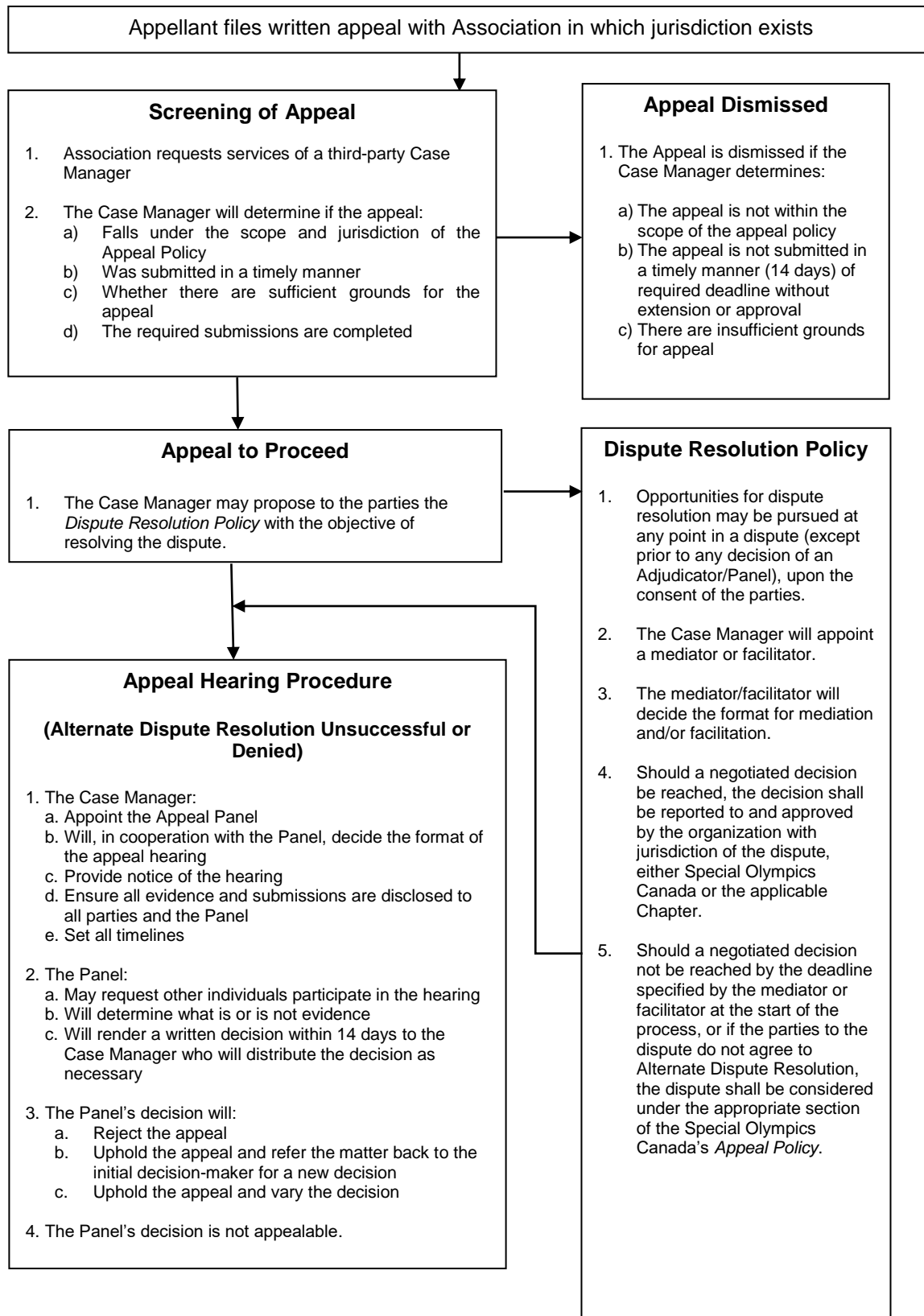


Appeal Policy Flowchart



This flowchart is a quick guide only. Please see the full version of the Appeal Policy and the Dispute Resolution Policy for complete details.