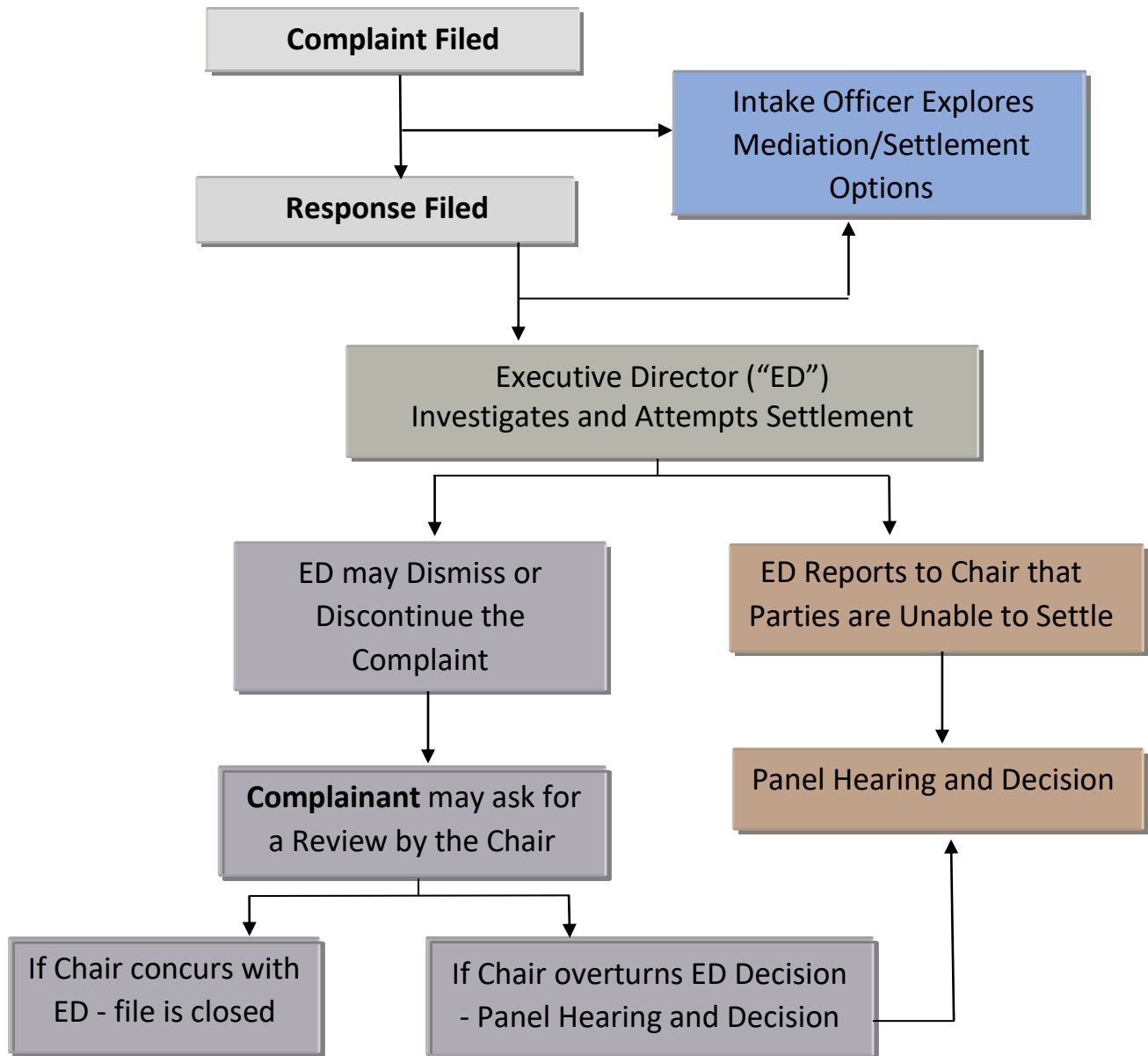


Typical Complaint Process



At any time, the **Complaint** may be withdrawn or the Complaint may be settled through mediation or mutual agreement.