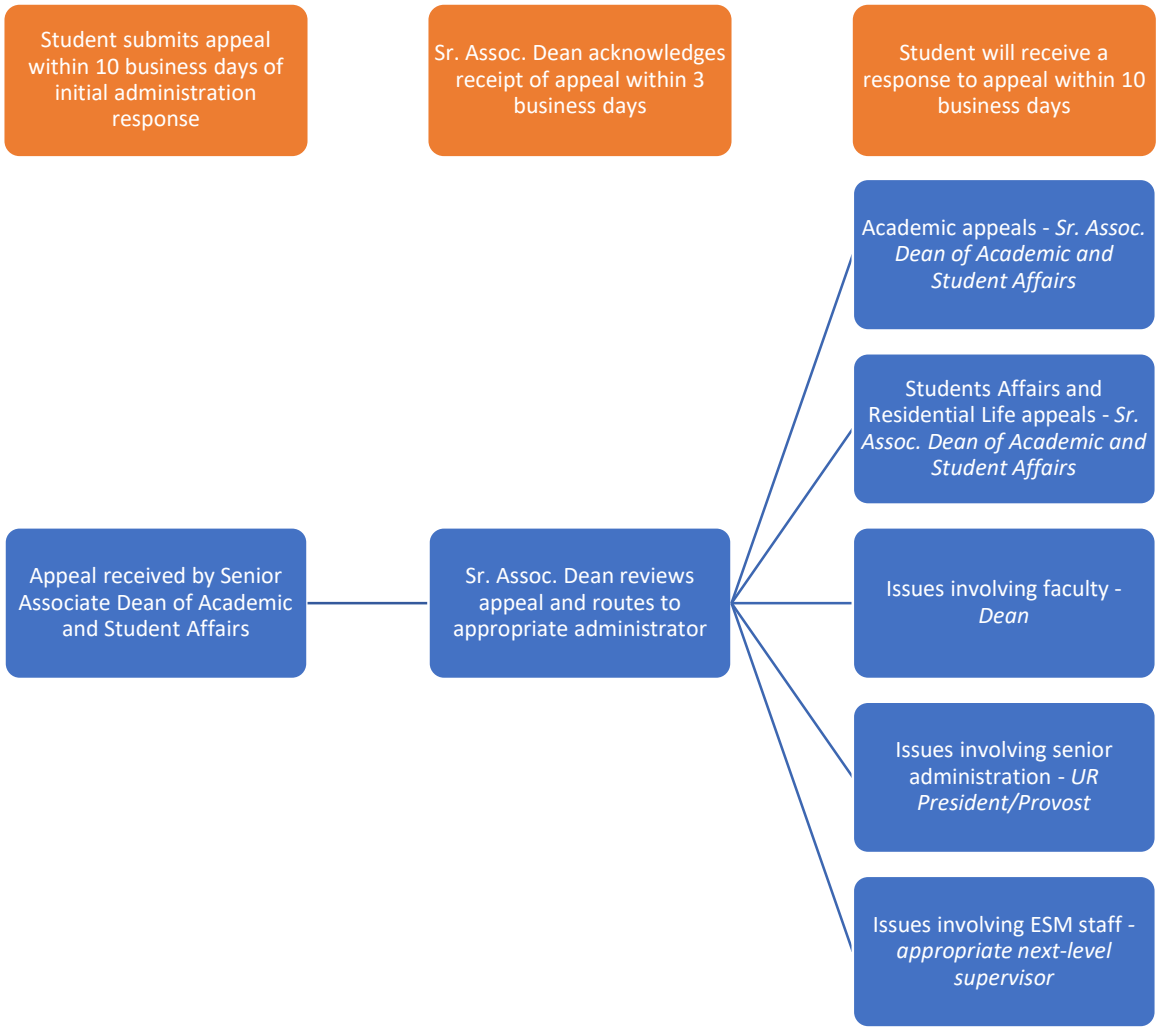Appeals Flowchart