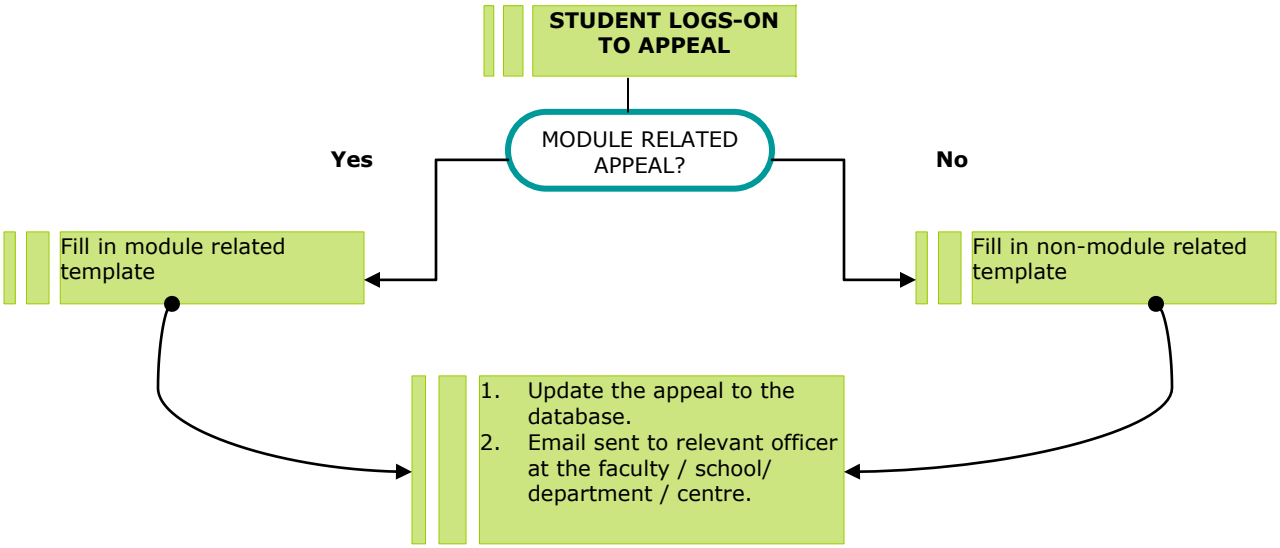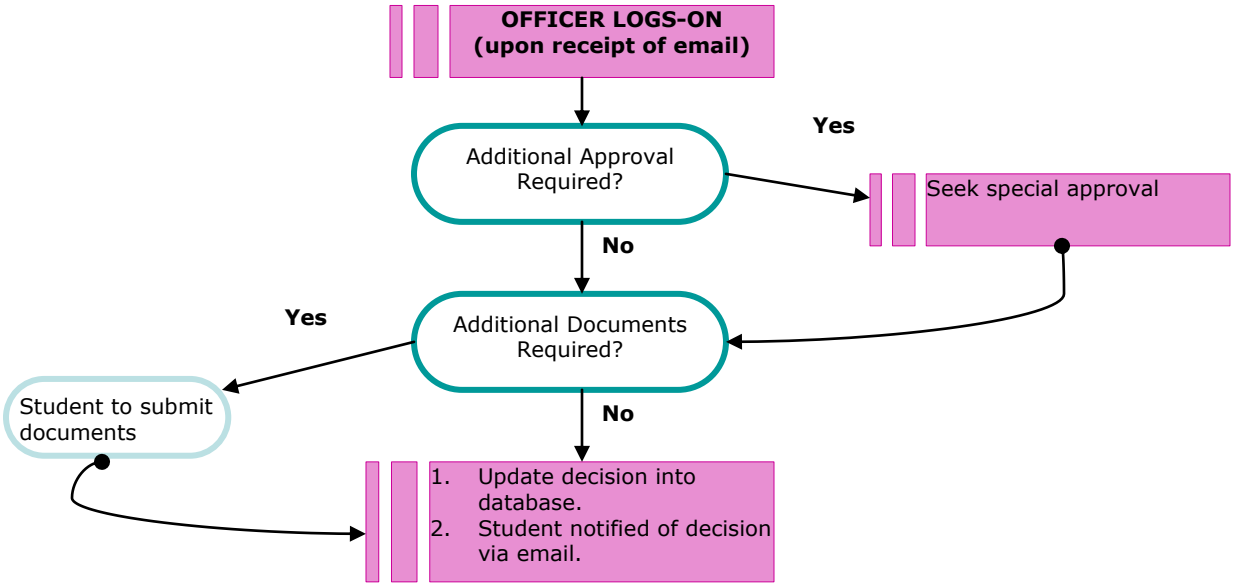Flowchart for Appeals