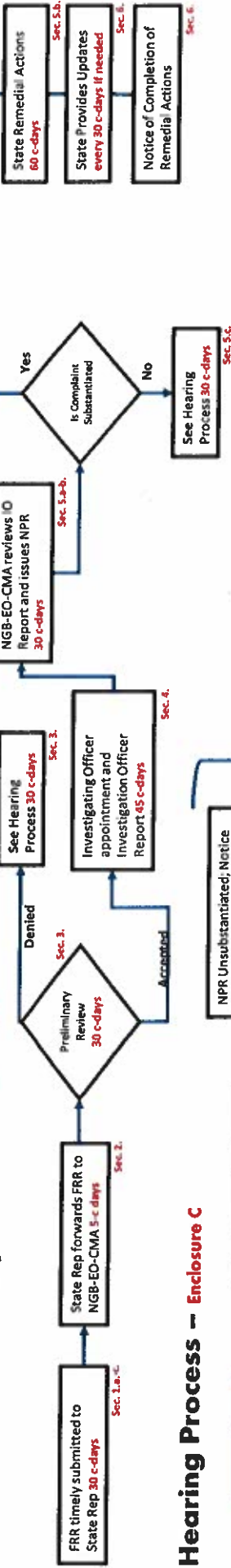


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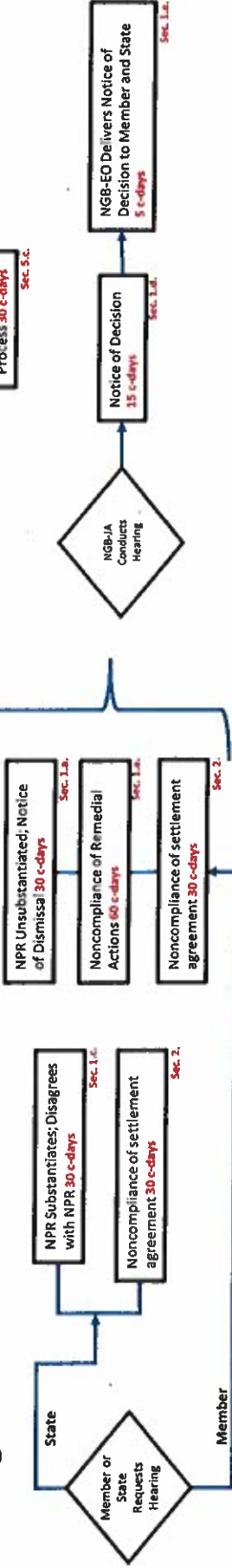
Informal Resolution Request (IRR) – Enclosure A



Formal Resolution Request (FRR) – Enclosure B



Hearing Process – Enclosure C



Reviewing Official Process – Enclosure D

