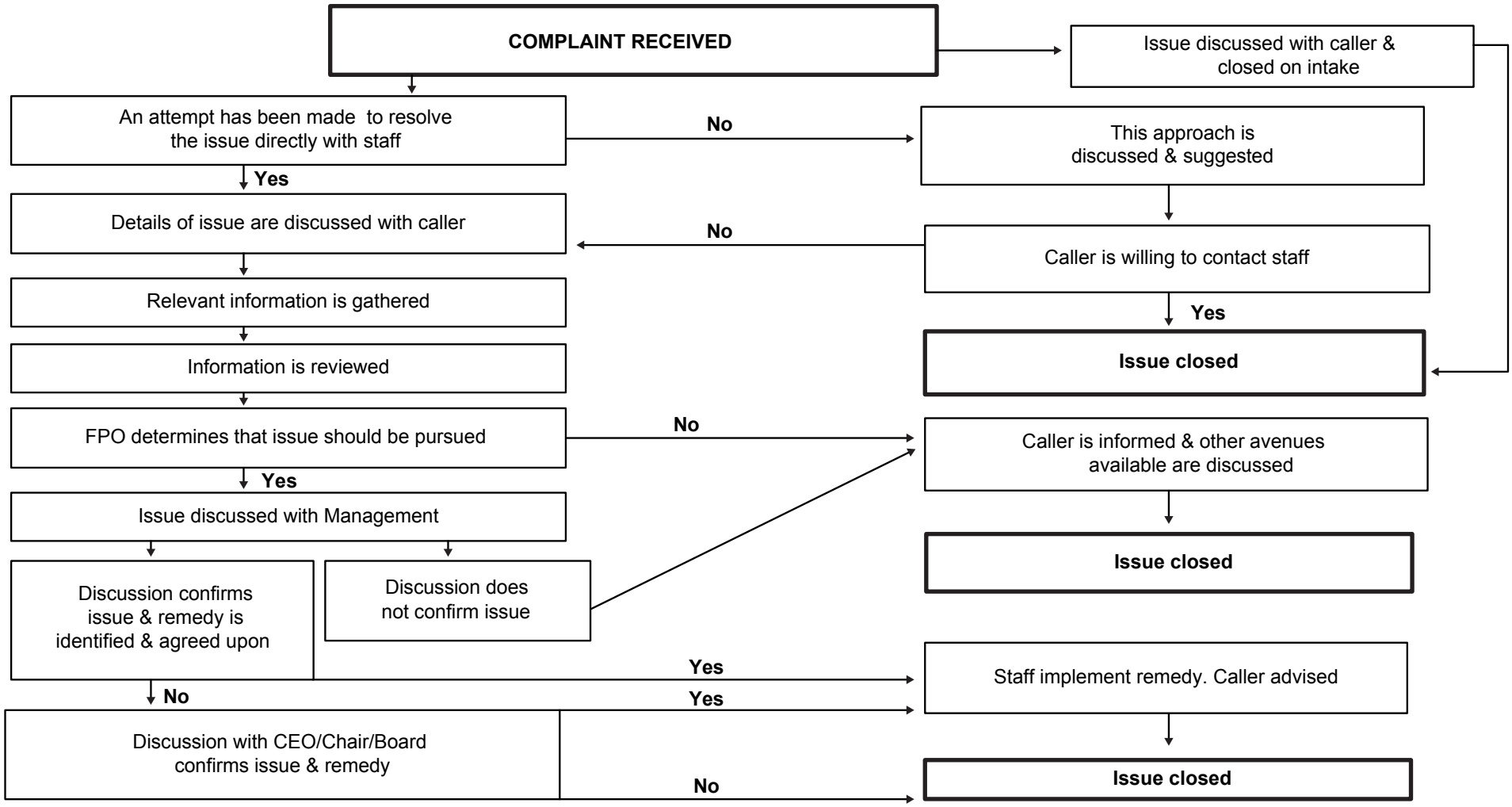THIS CHART SHOWS THE PROCESS FOLLOWED IN THE FAIR PRACTICES OFFICE: