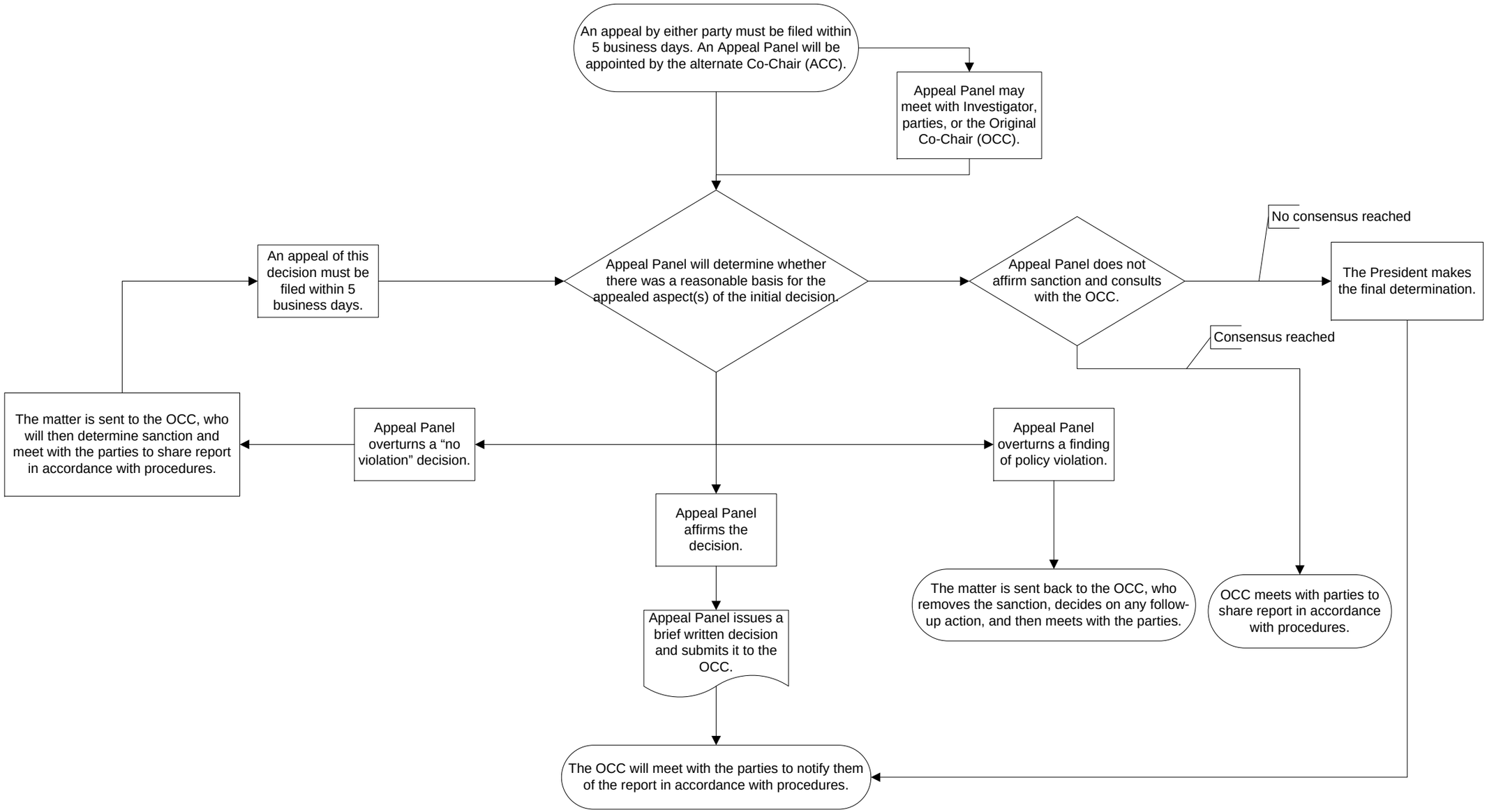Appeal Process