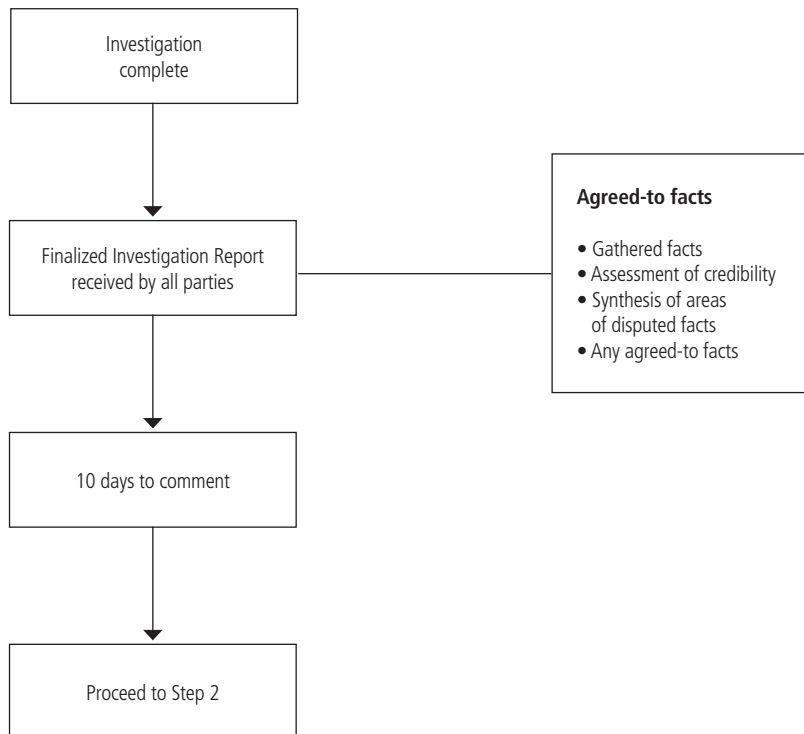


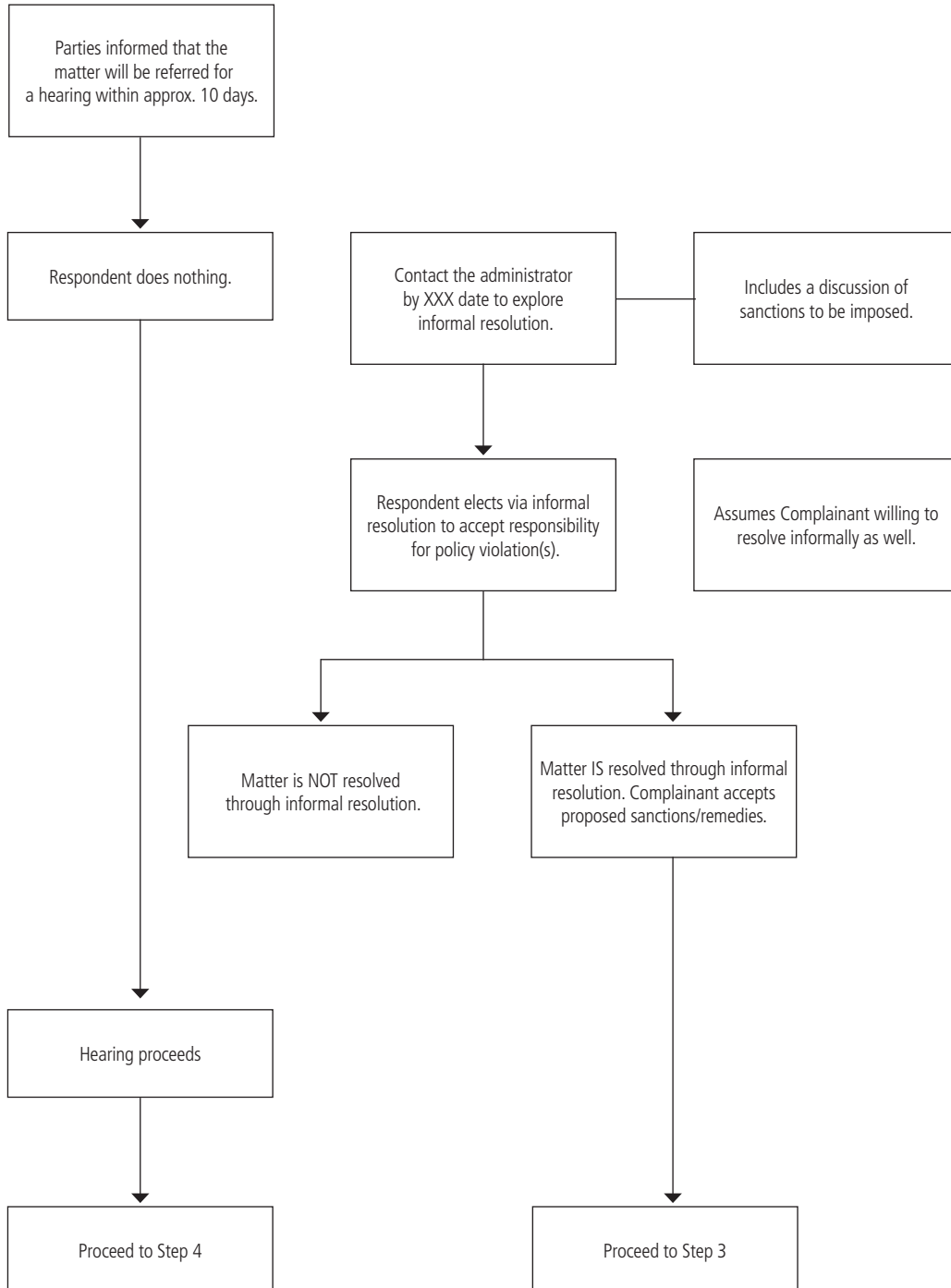
Informal Resolution: Between Investigation & Hearing Overview

STEP 1



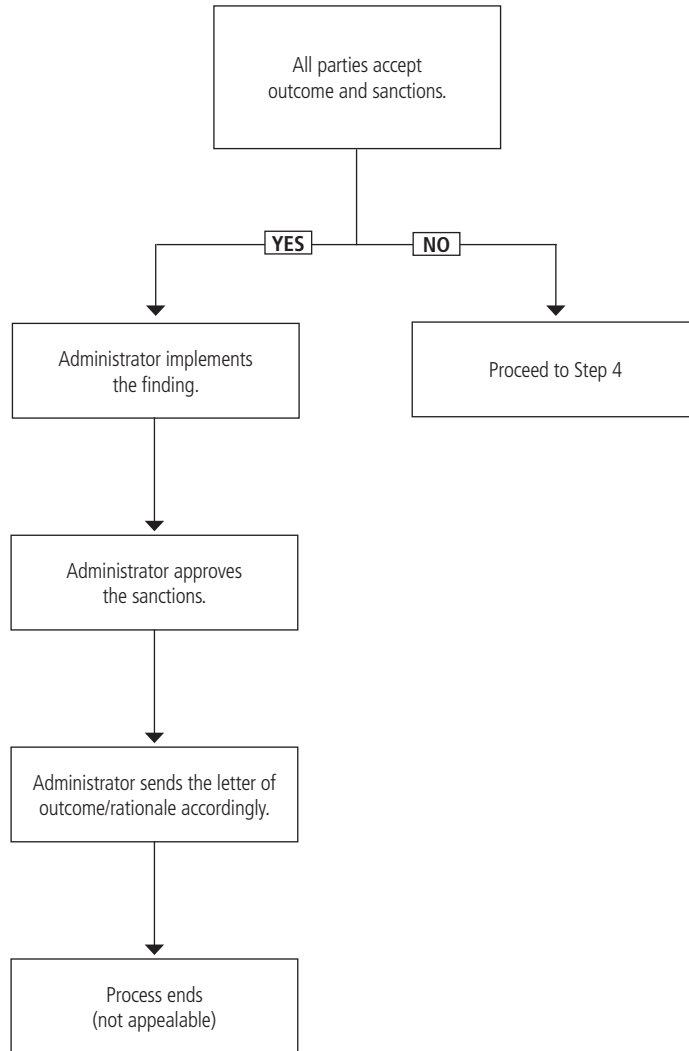
Informal Resolution: Between Investigation & Hearing Overview

STEP 2



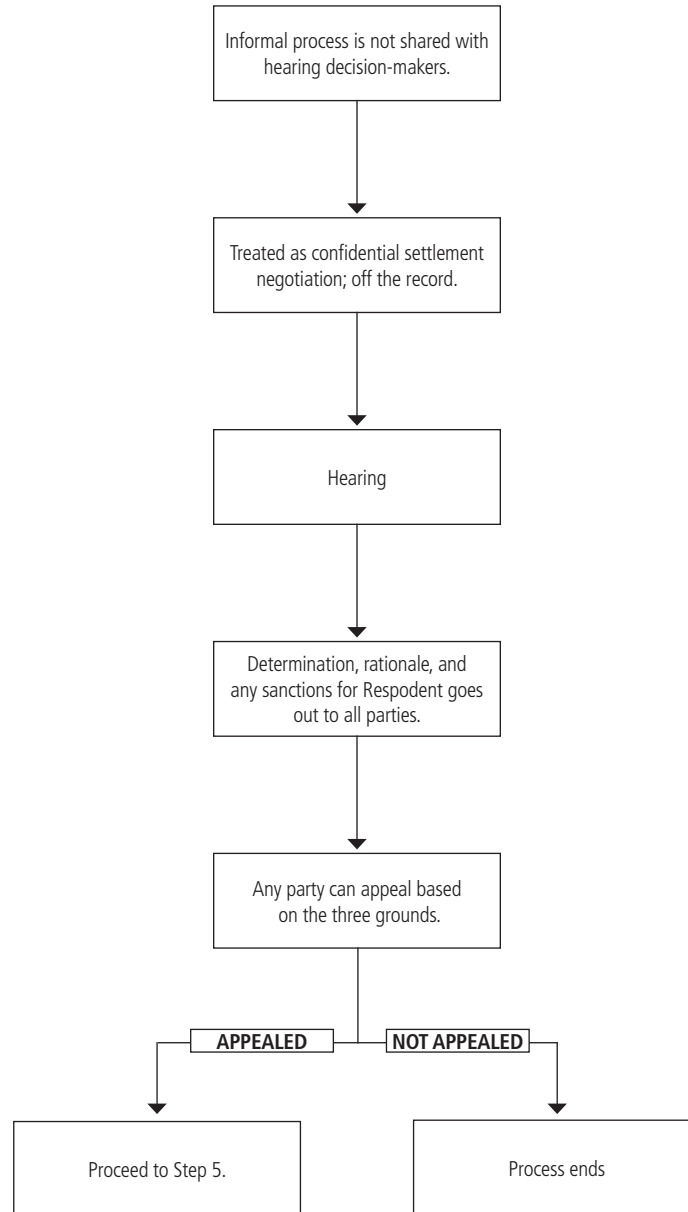
Informal Resolution: Between Investigation & Hearing Overview

STEP 3



Informal Resolution: Between Investigation & Hearing Overview

STEP 4



Informal Resolution: Between Investigation & Hearing Overview

STEP 5

