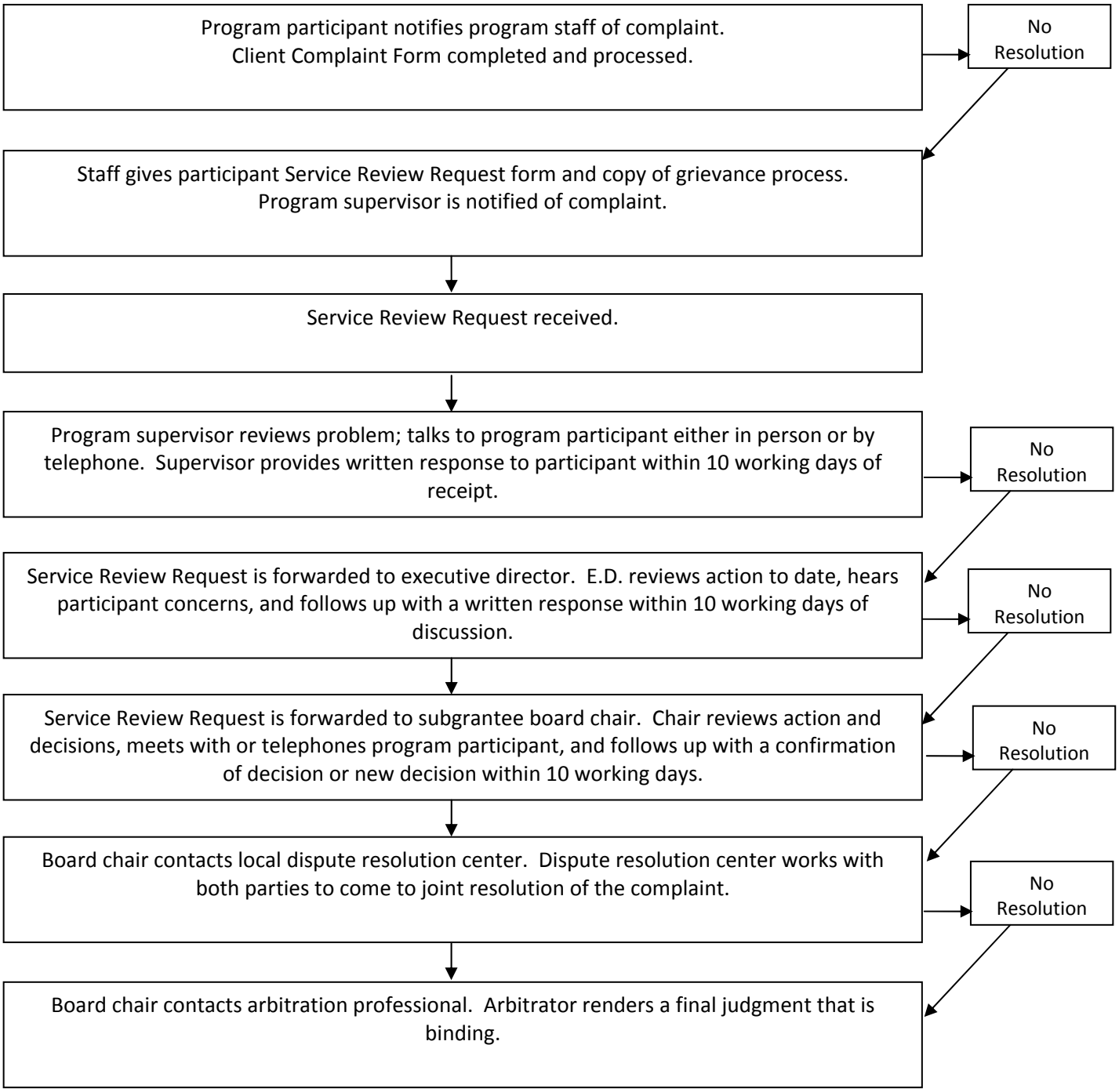Sample Dispute Resolution Flow Chart