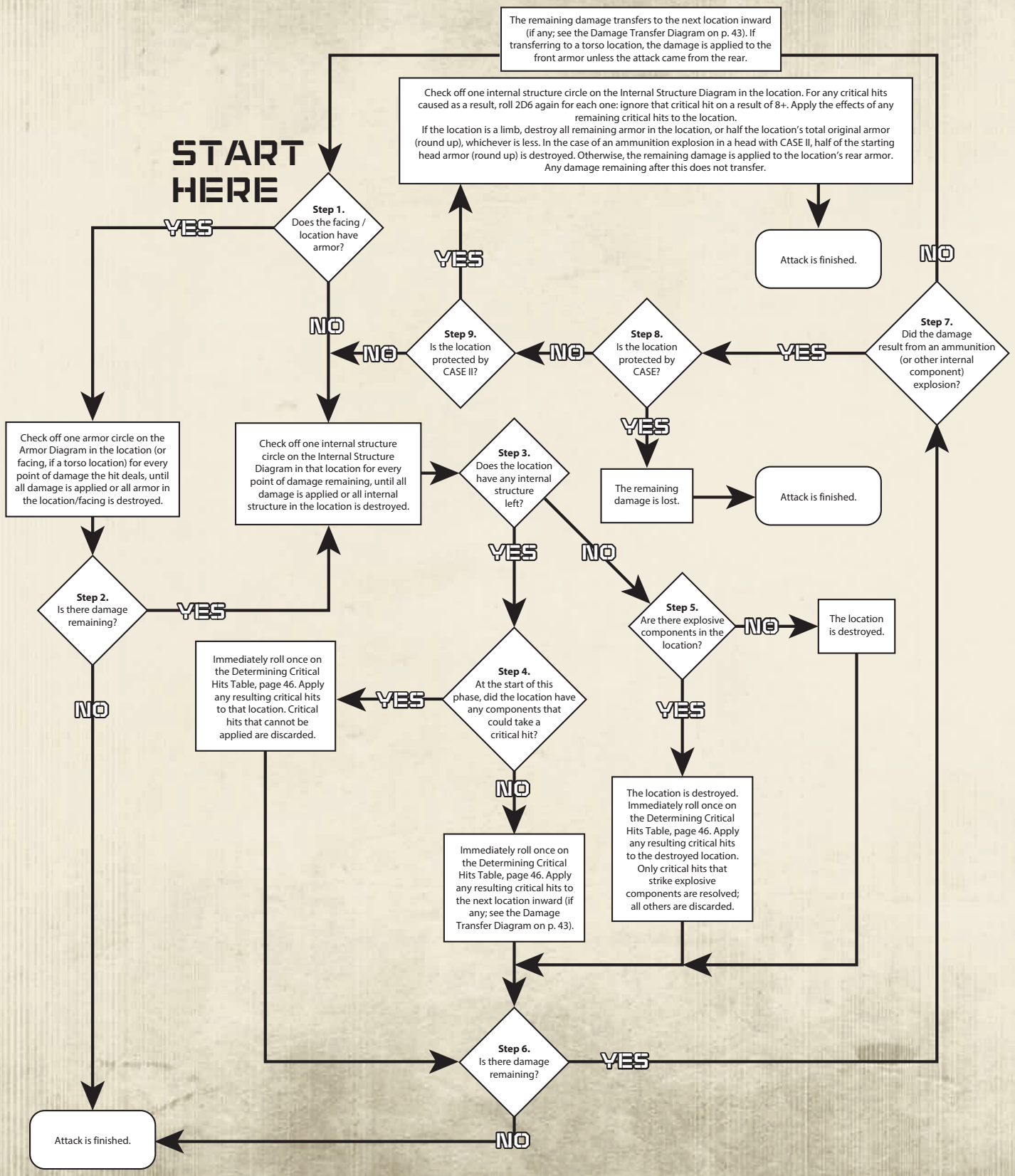• DAMAGE RESOLUTION FLOW CHART •