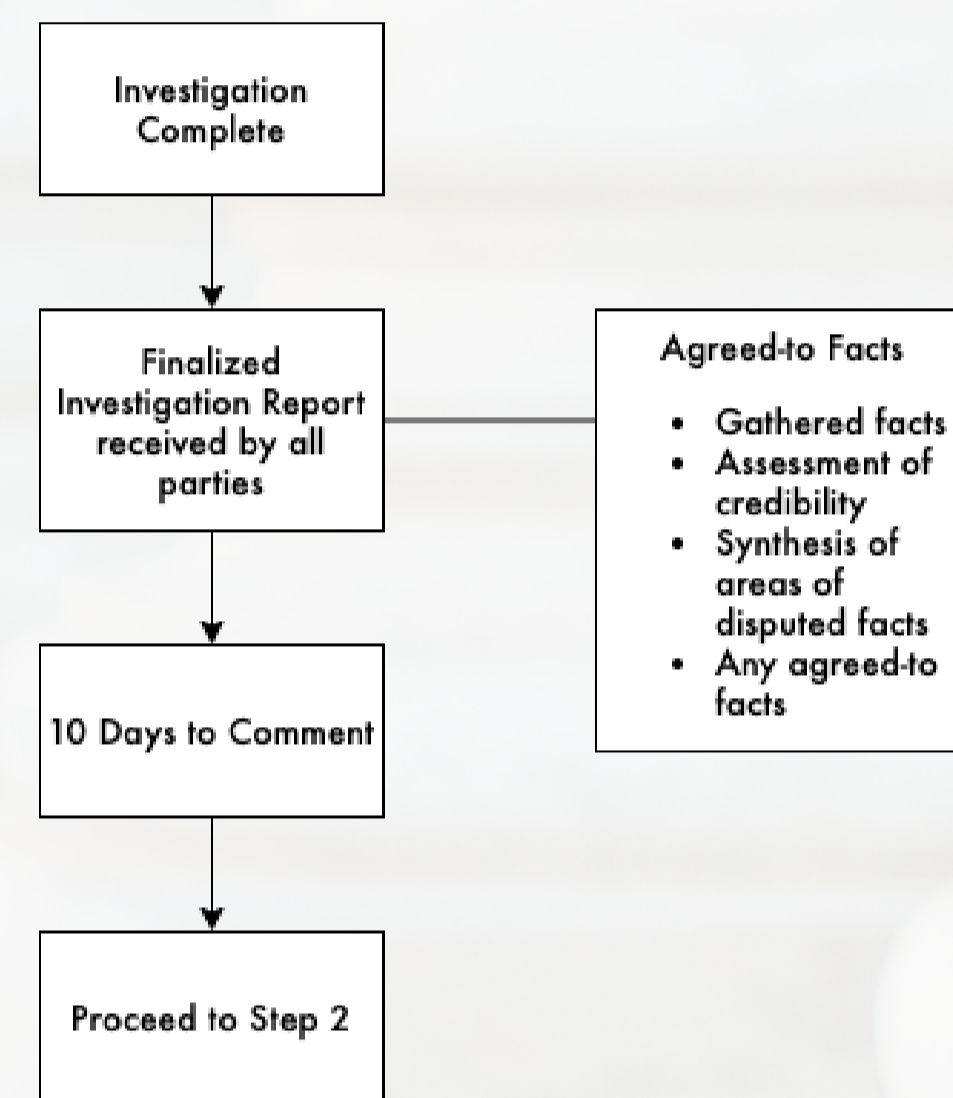


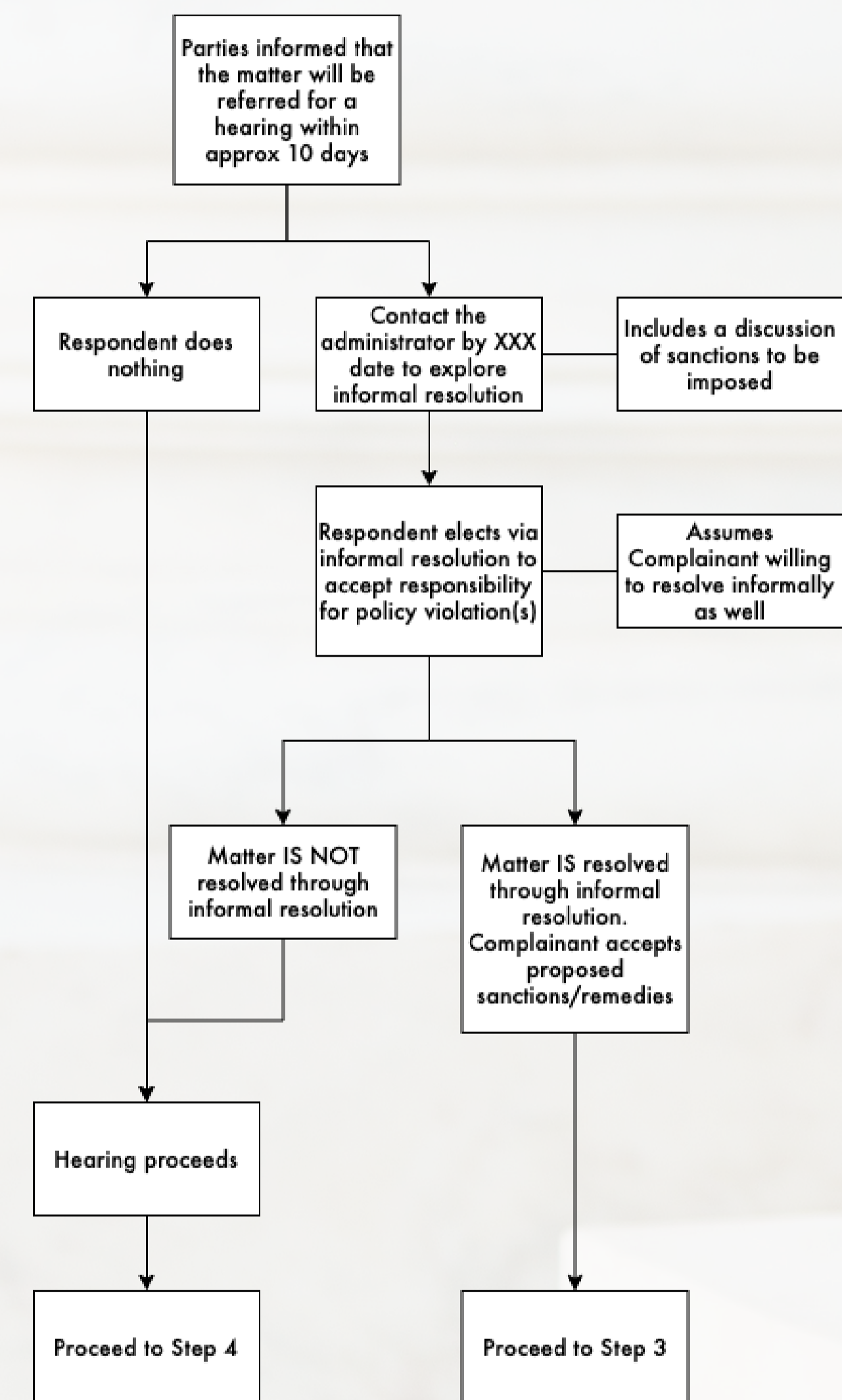


Informal Resolution Between the Investigation and Hearing

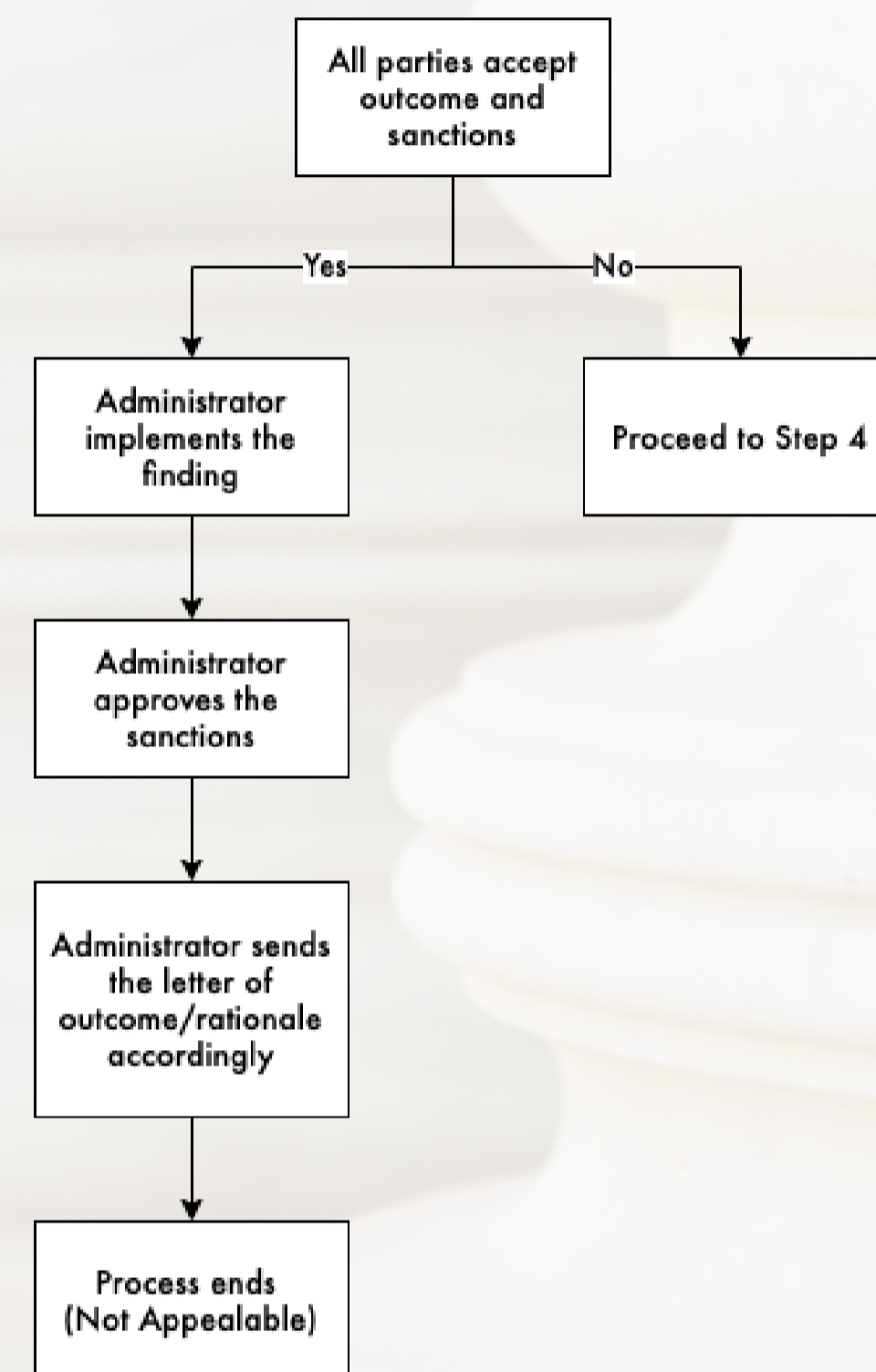
Step 1



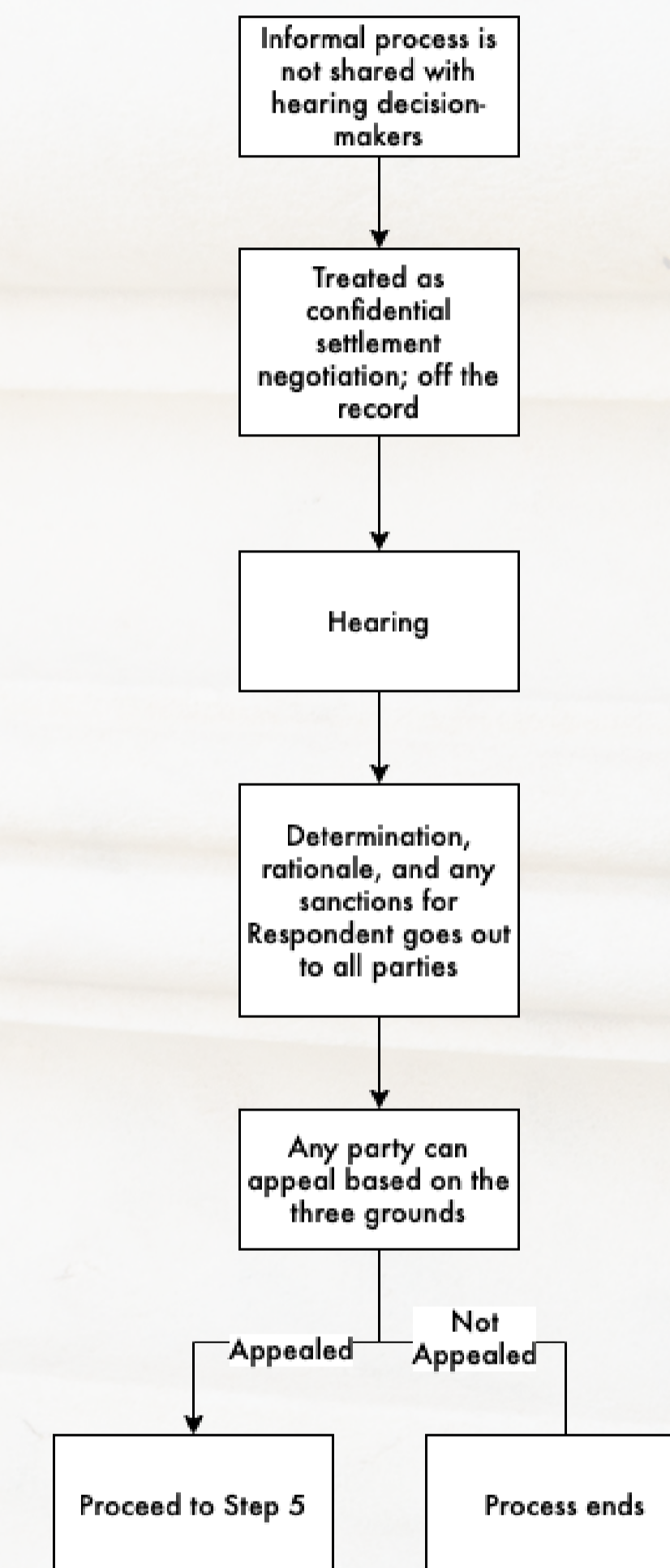
Step 2



Step 3



Step 4



Step 5

