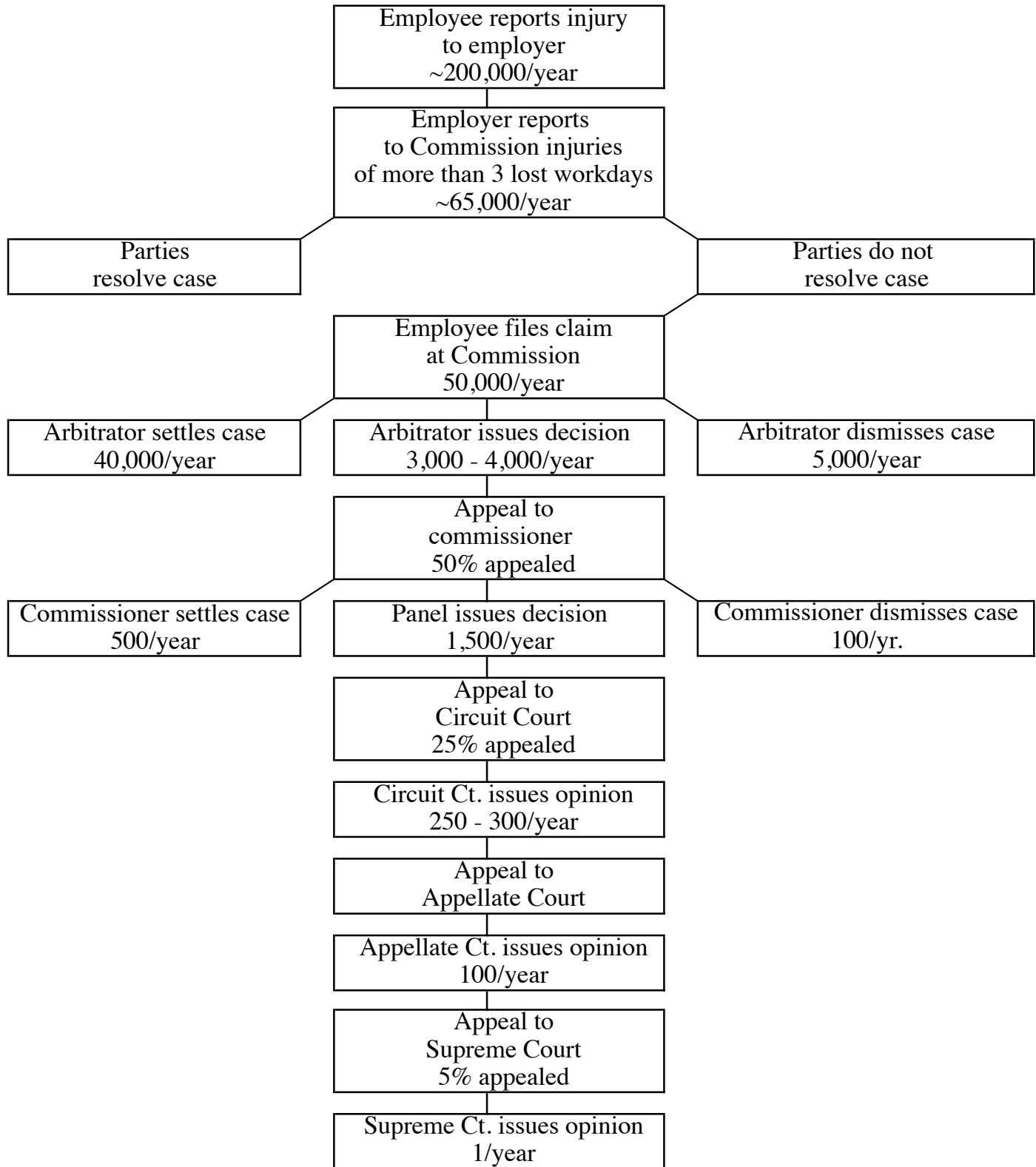


Flow Chart of Dispute Resolution Process



Note: Figures are rough. Cases can go back and forth. There are other processes to hear various motions, insurance compliance cases, etc.