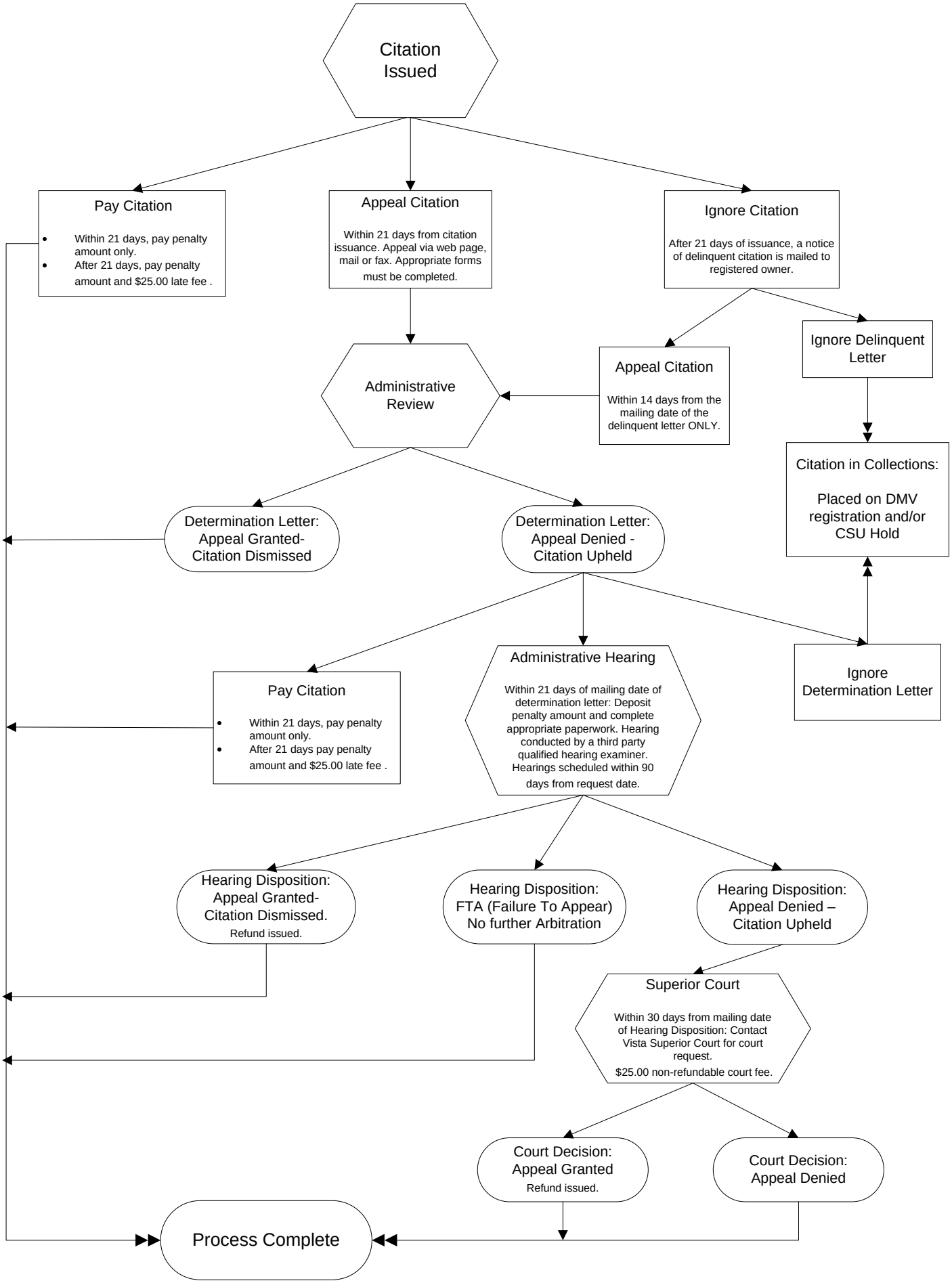
CITATION APPEAL PROCESS



11-2009/PH