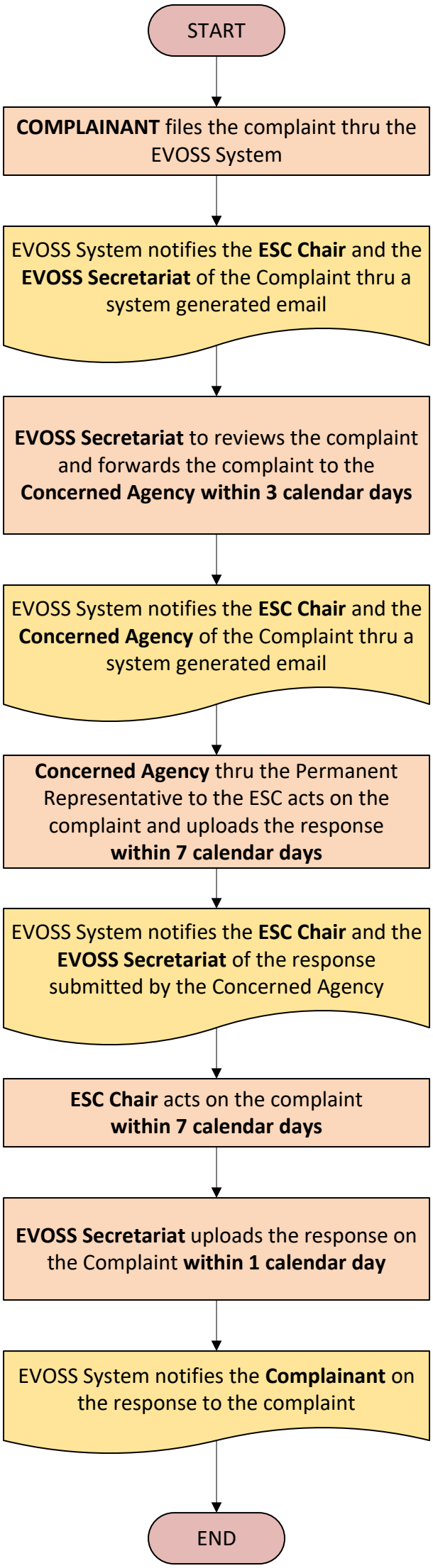PROCESS FLOW DIAGRAM
FILING COMPLAINT IN EVOSS