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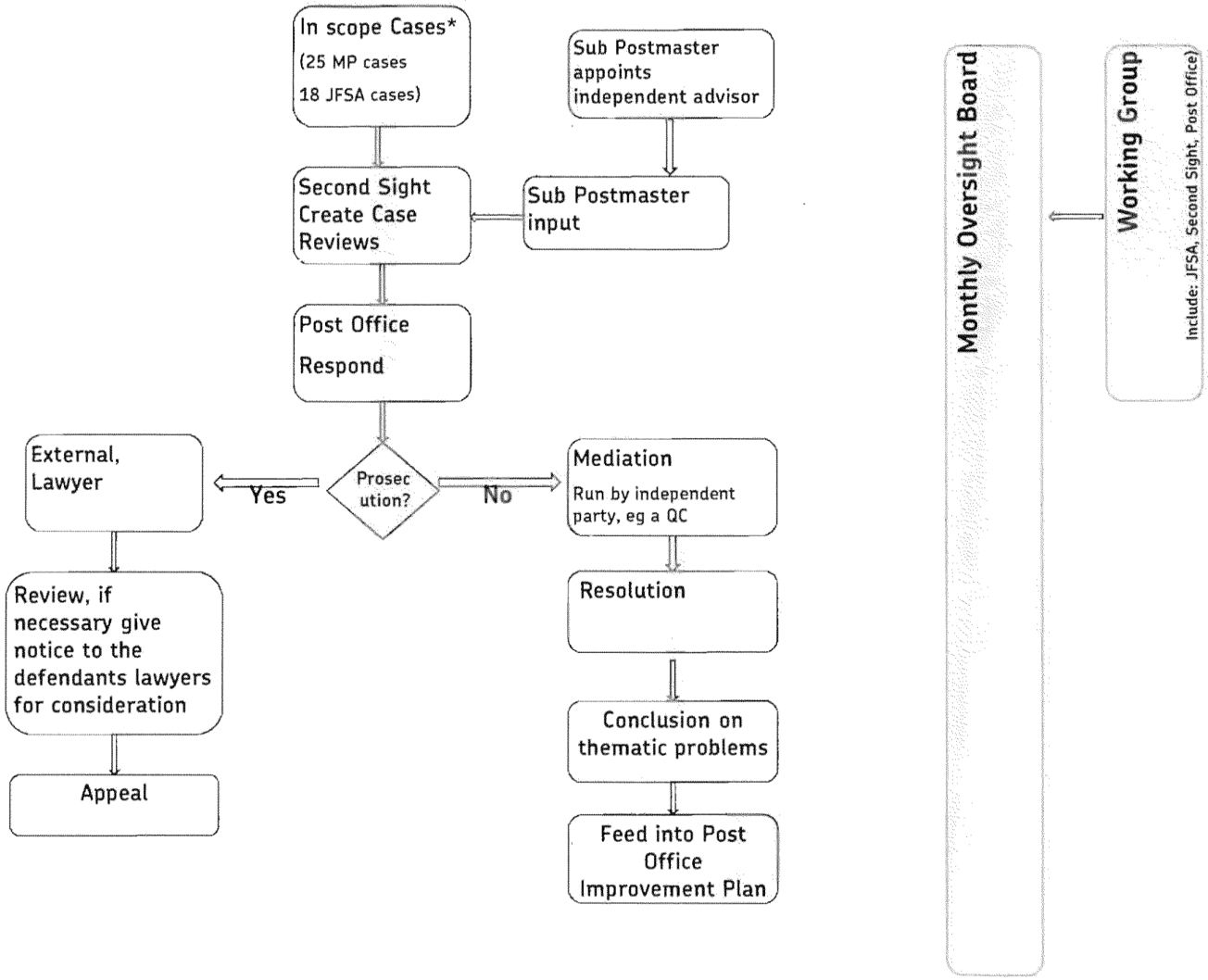

* Note: process could be used for all cases that require mediation