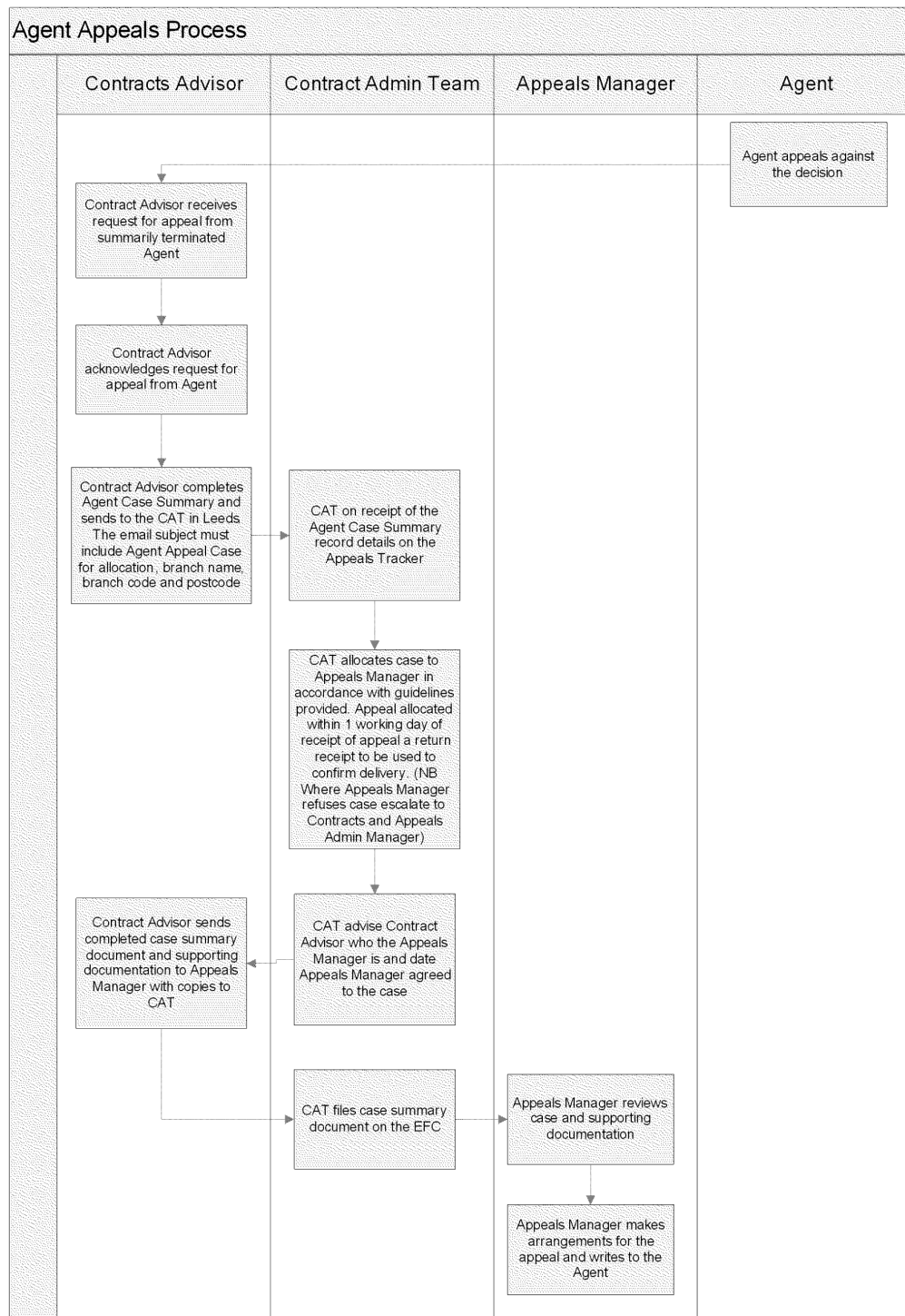


SPMR Appeals Process Flowchart V1

23rd March 2011



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