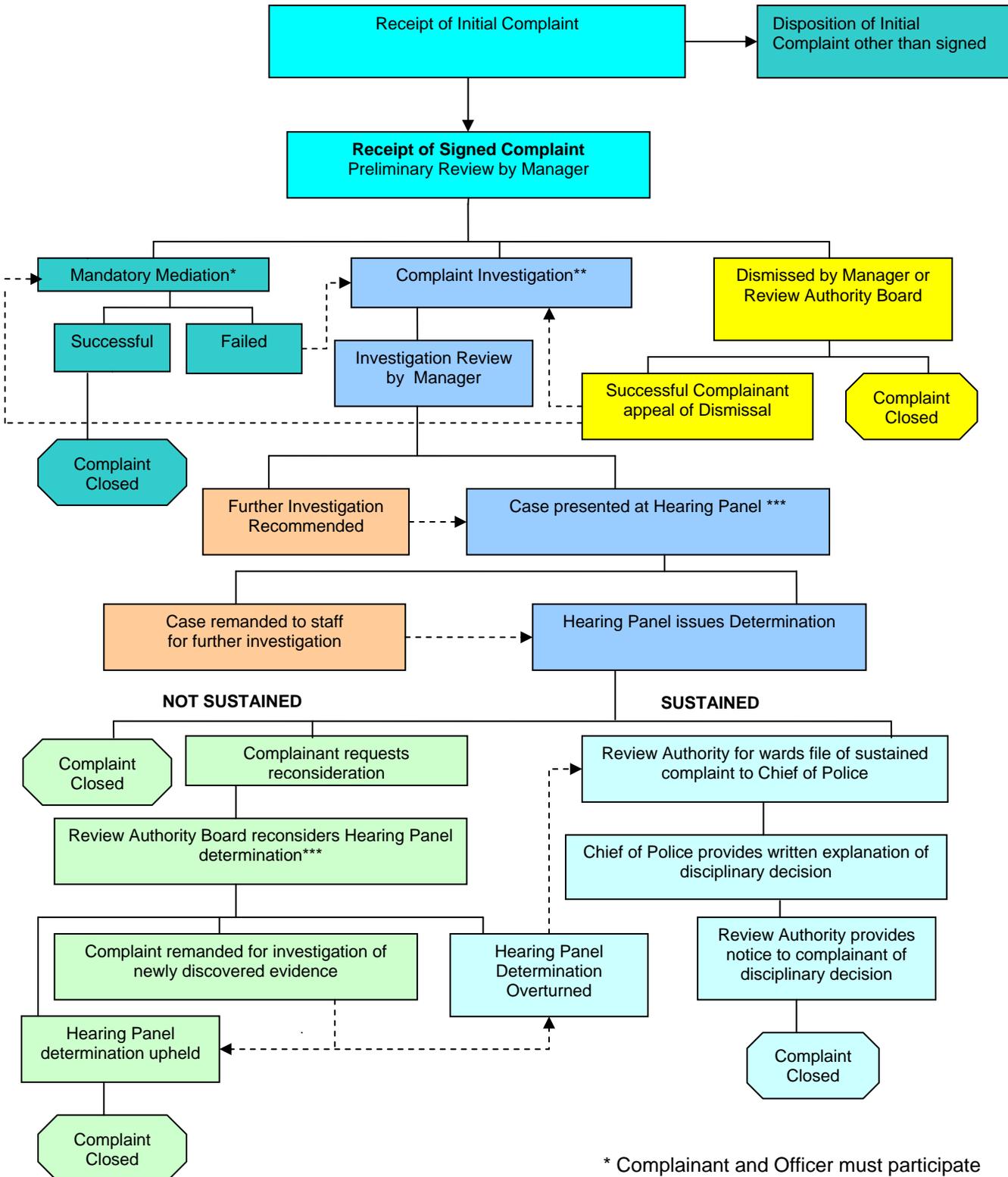


CRA Flowchart

The flowchart below illustrates the CRA process.



* Complainant and Officer must participate

** Complainant and Officer must provide statements

*** Complainant and Officer attendance optional, but encouraged