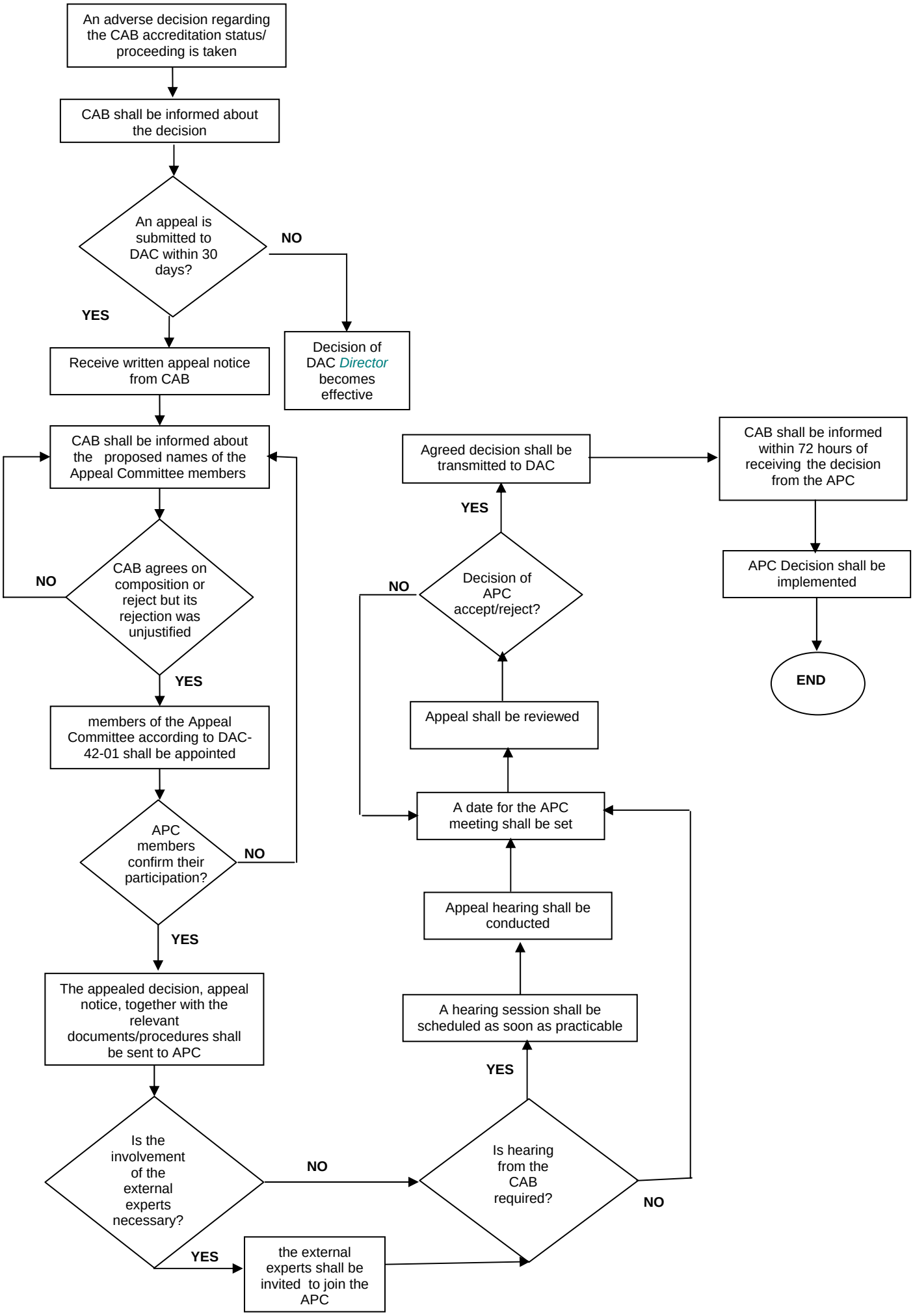ADDRESSING APPEALS BY CABs FLOWCHART