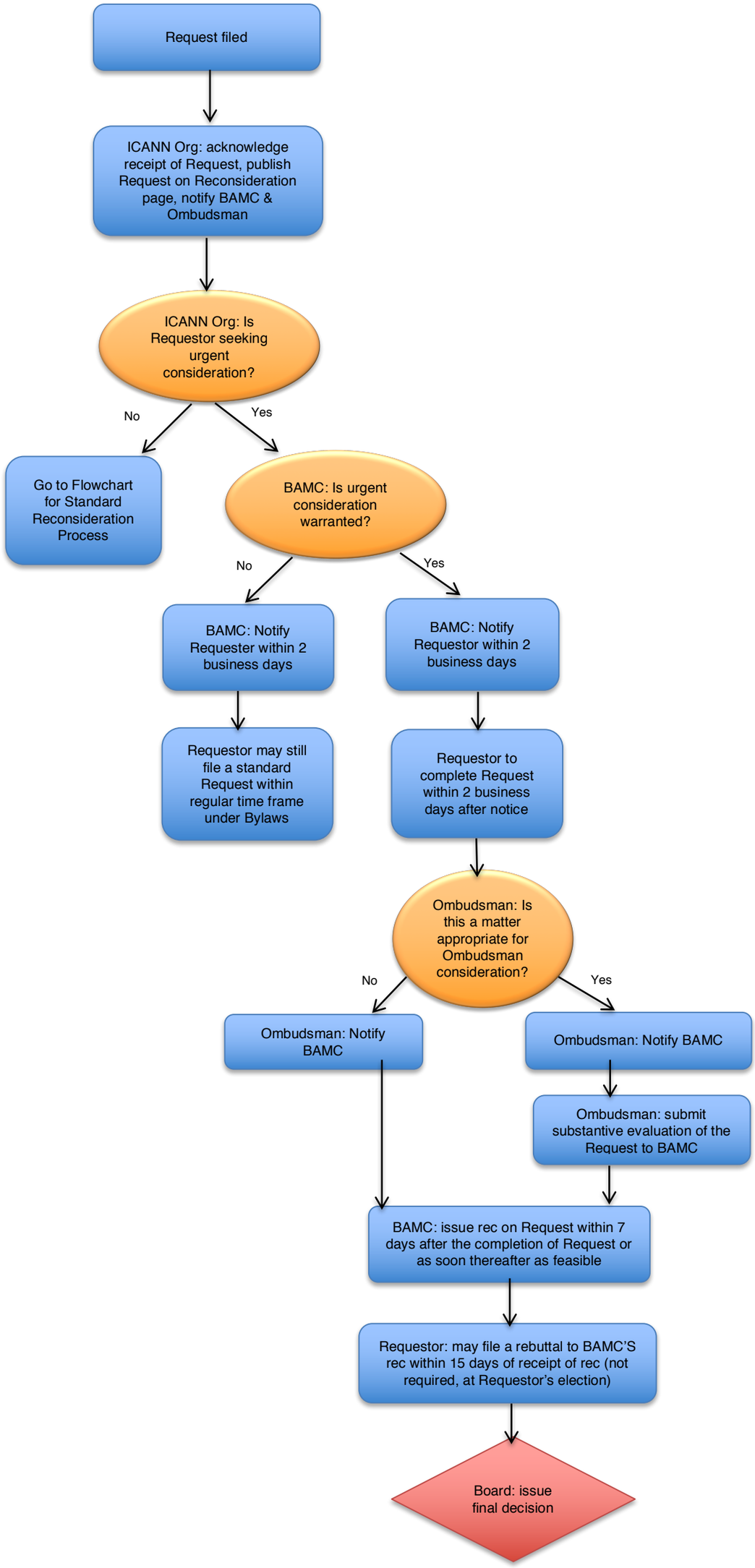URGENT RECONDSIDERATION REQUEST PROCESS