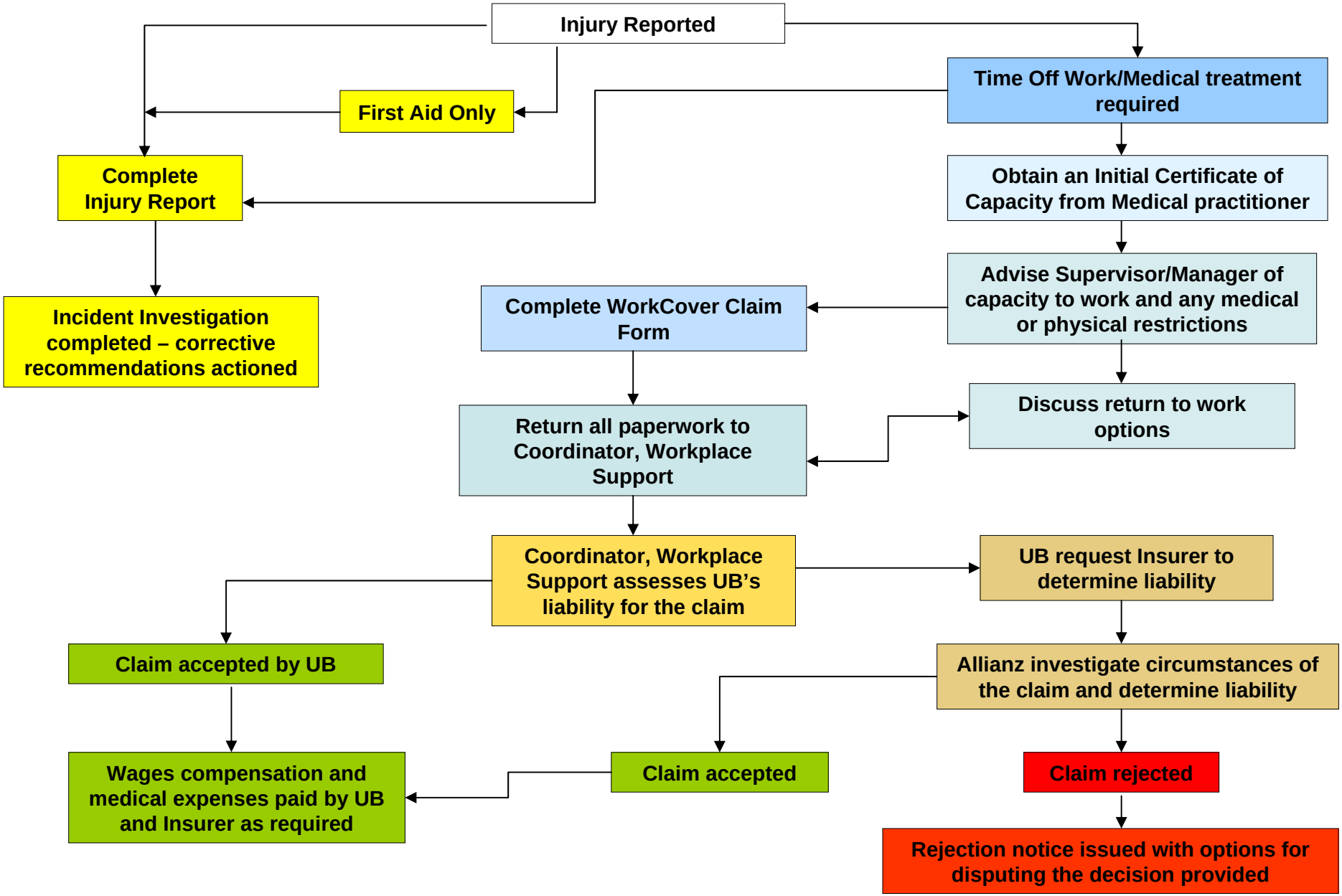Injury/Claims Process