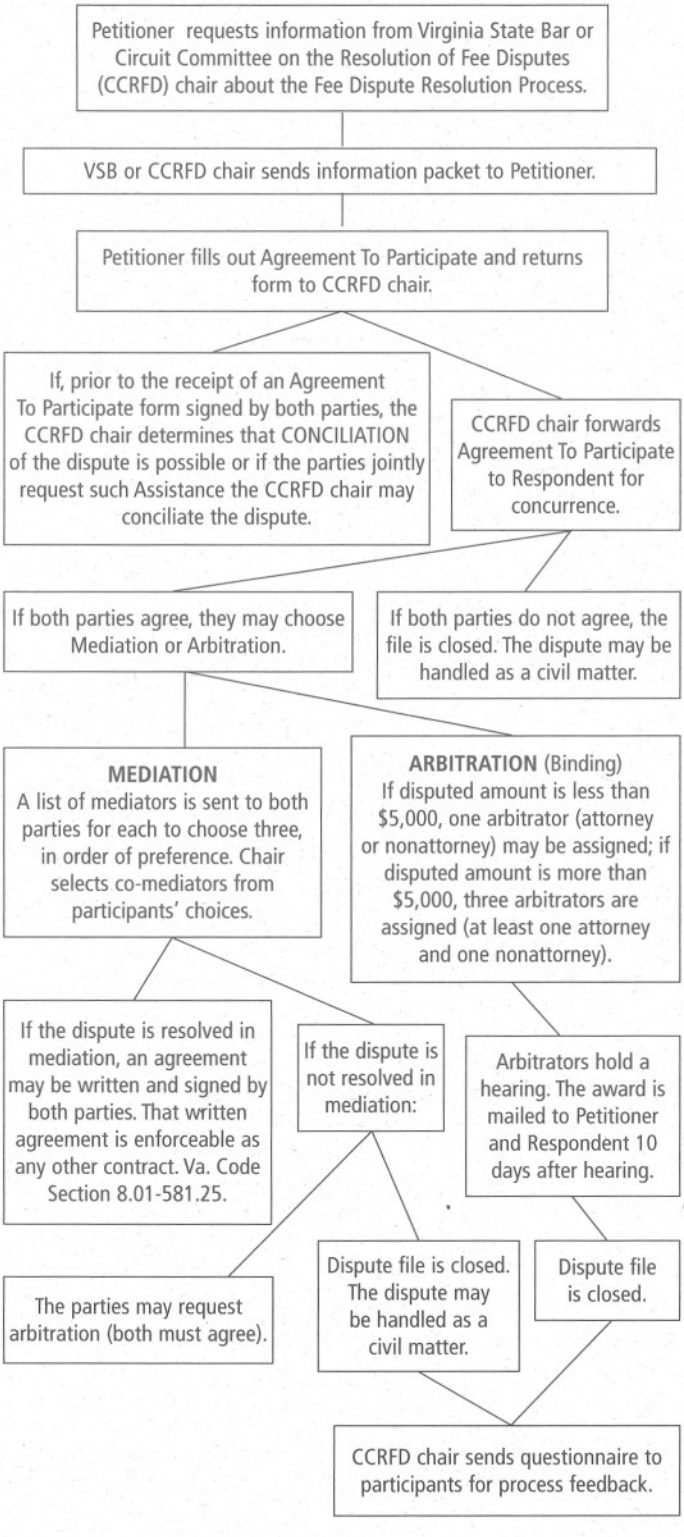Fee Dispute Resolution Process