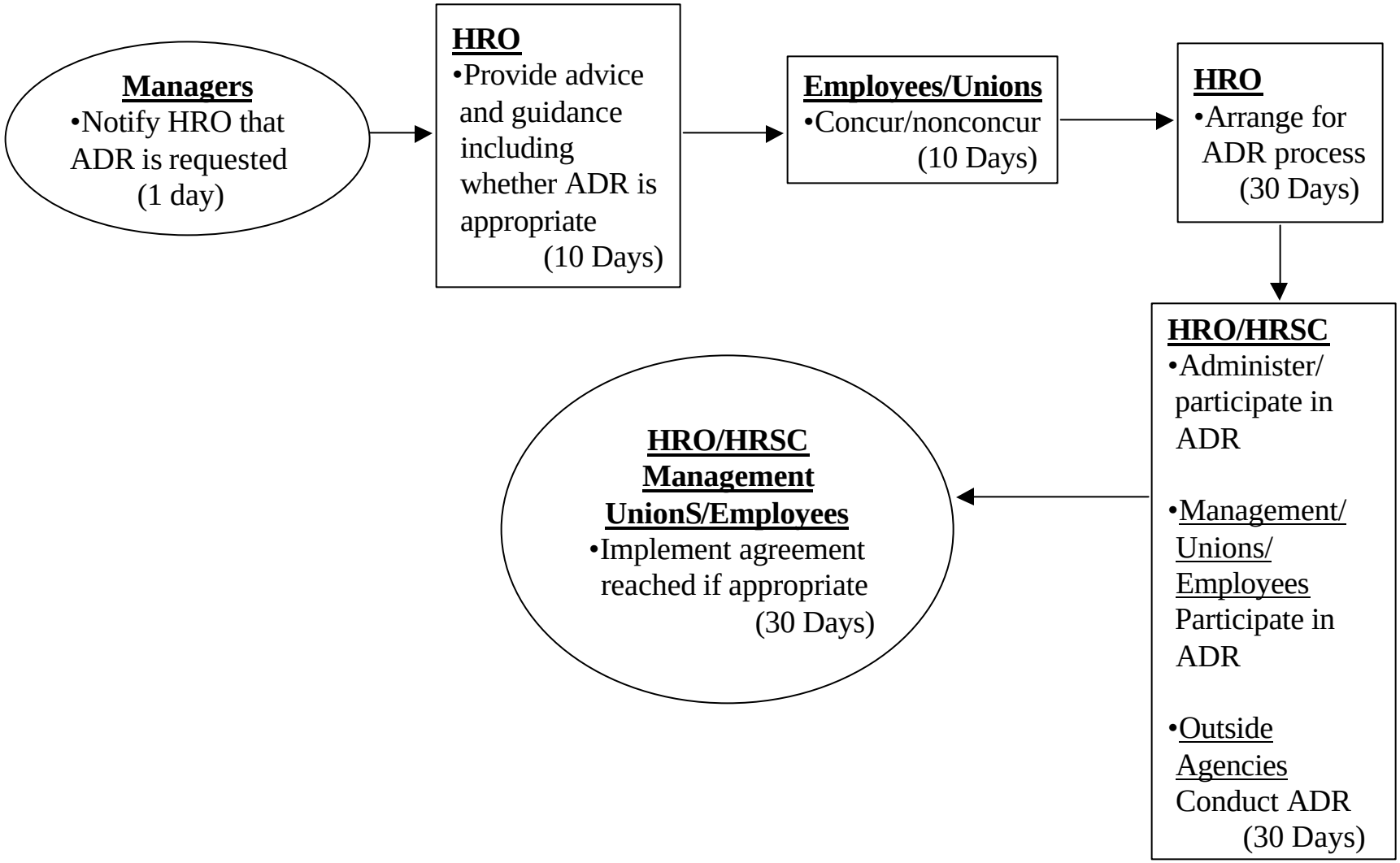A7.9 - Alternative Dispute Resolution (ADR)