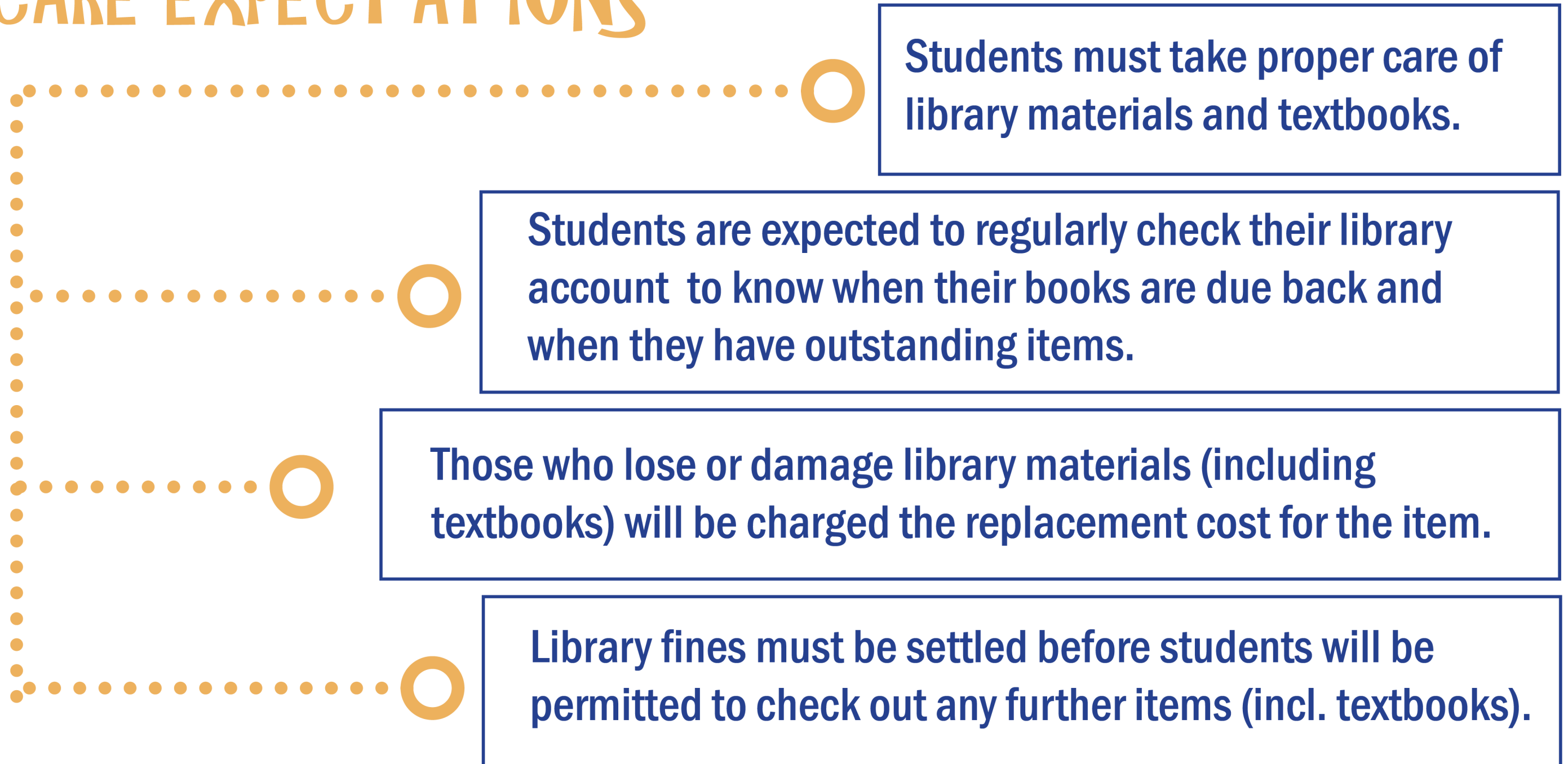


## BOOK CARE EXPECTATIONS



## OVERDUE PROCESS

