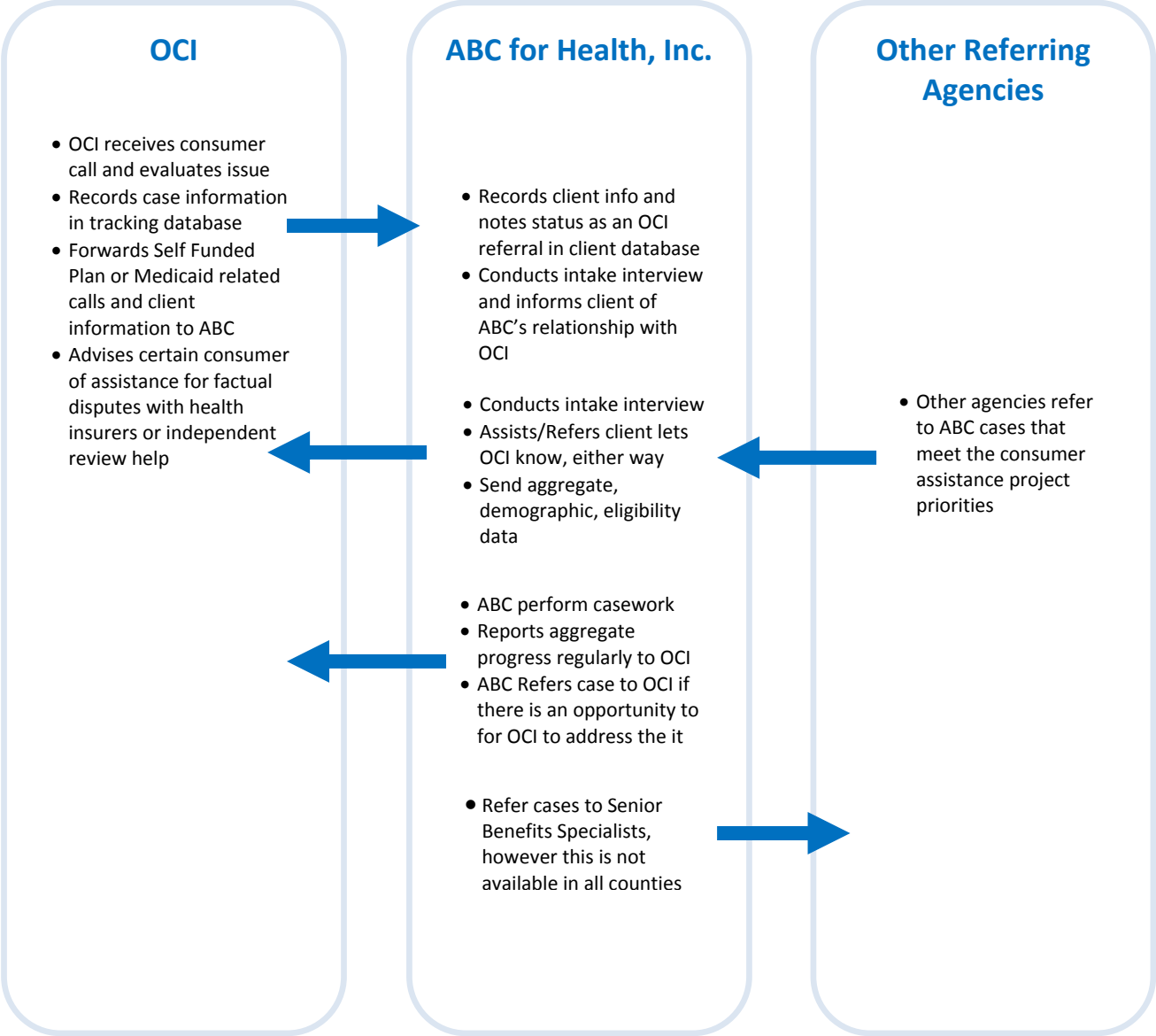Consumer Assistance Referral Process