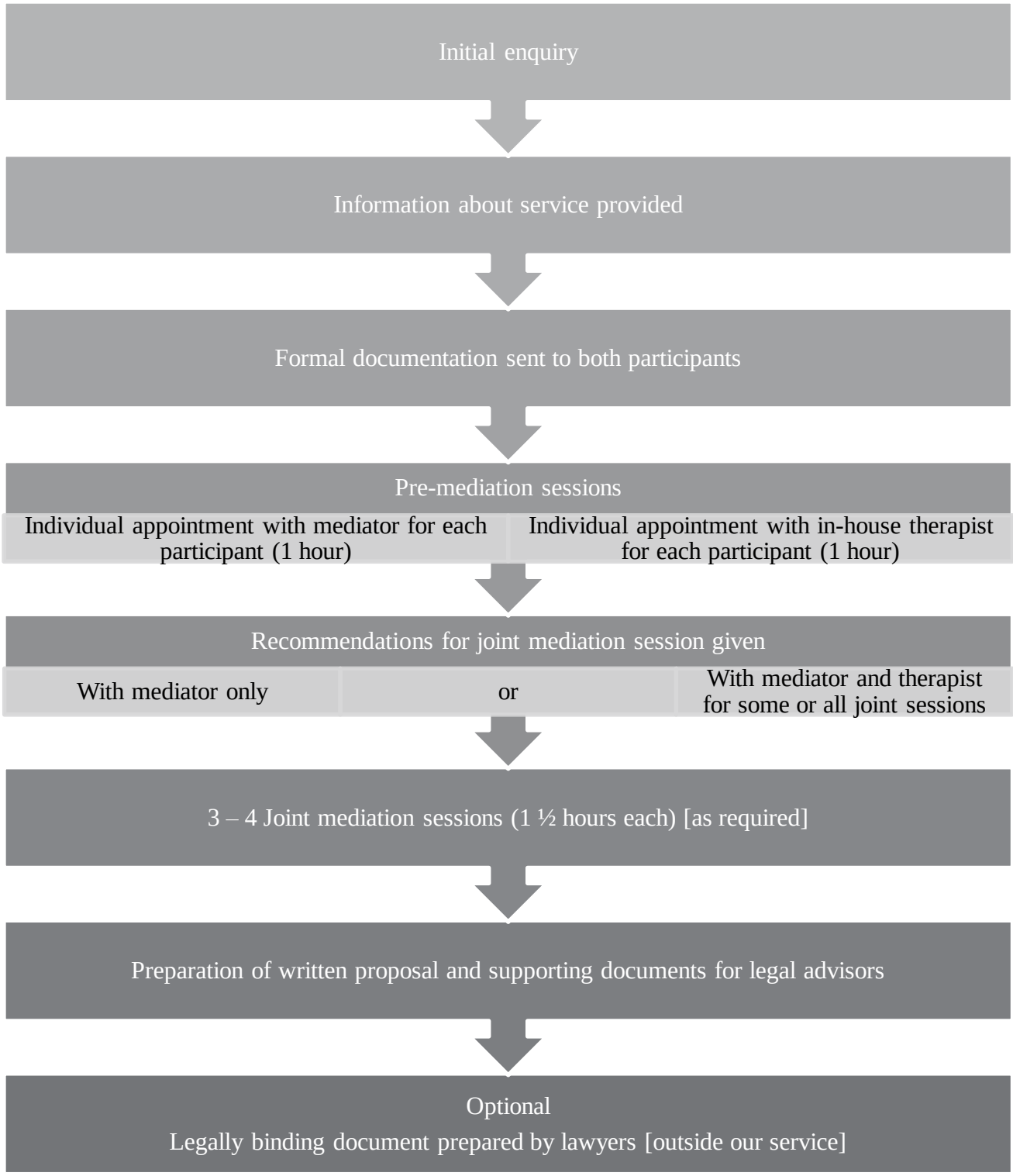Mediation Flow Chart