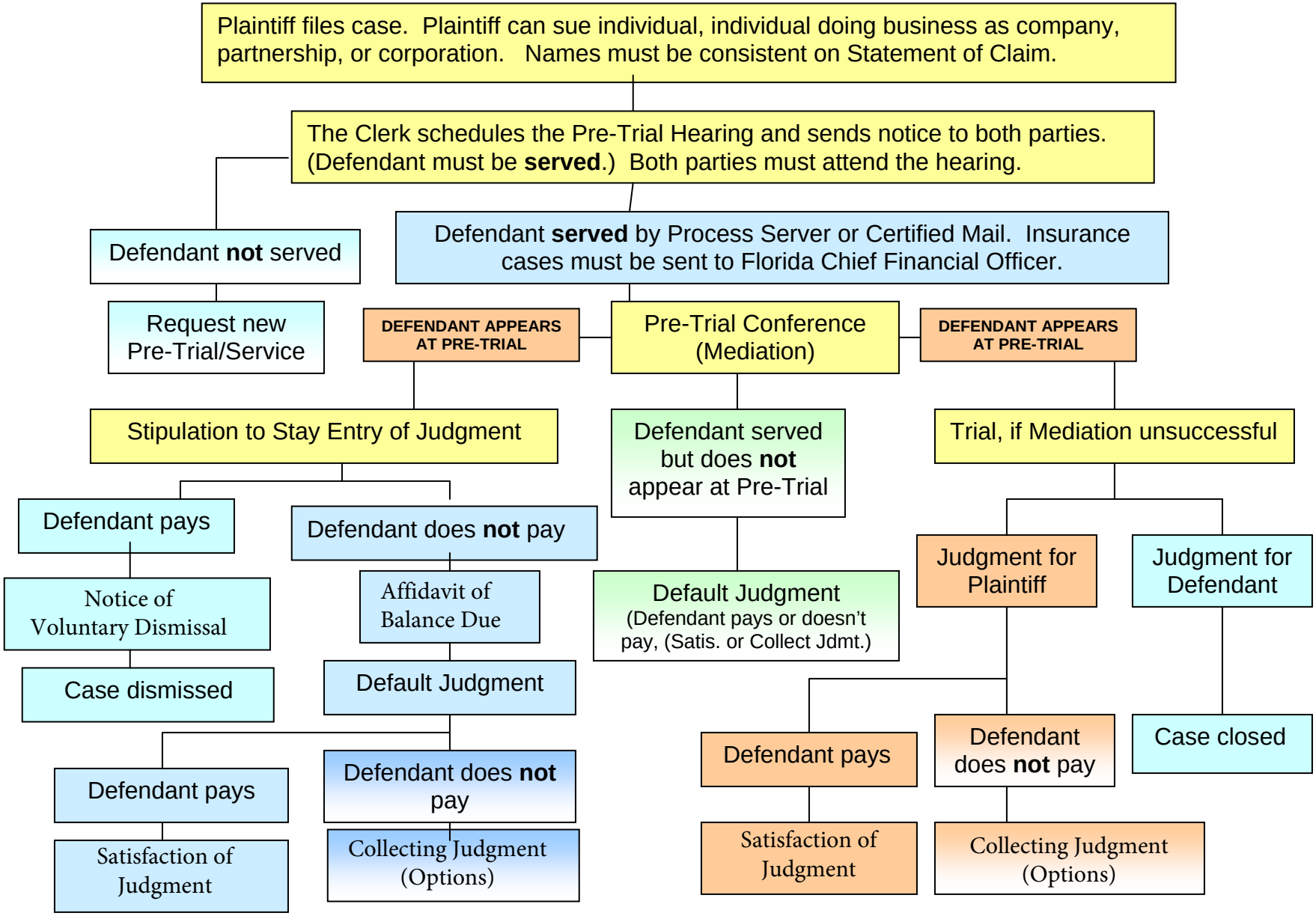SMALL CLAIMS PROCESS FLOWCHART