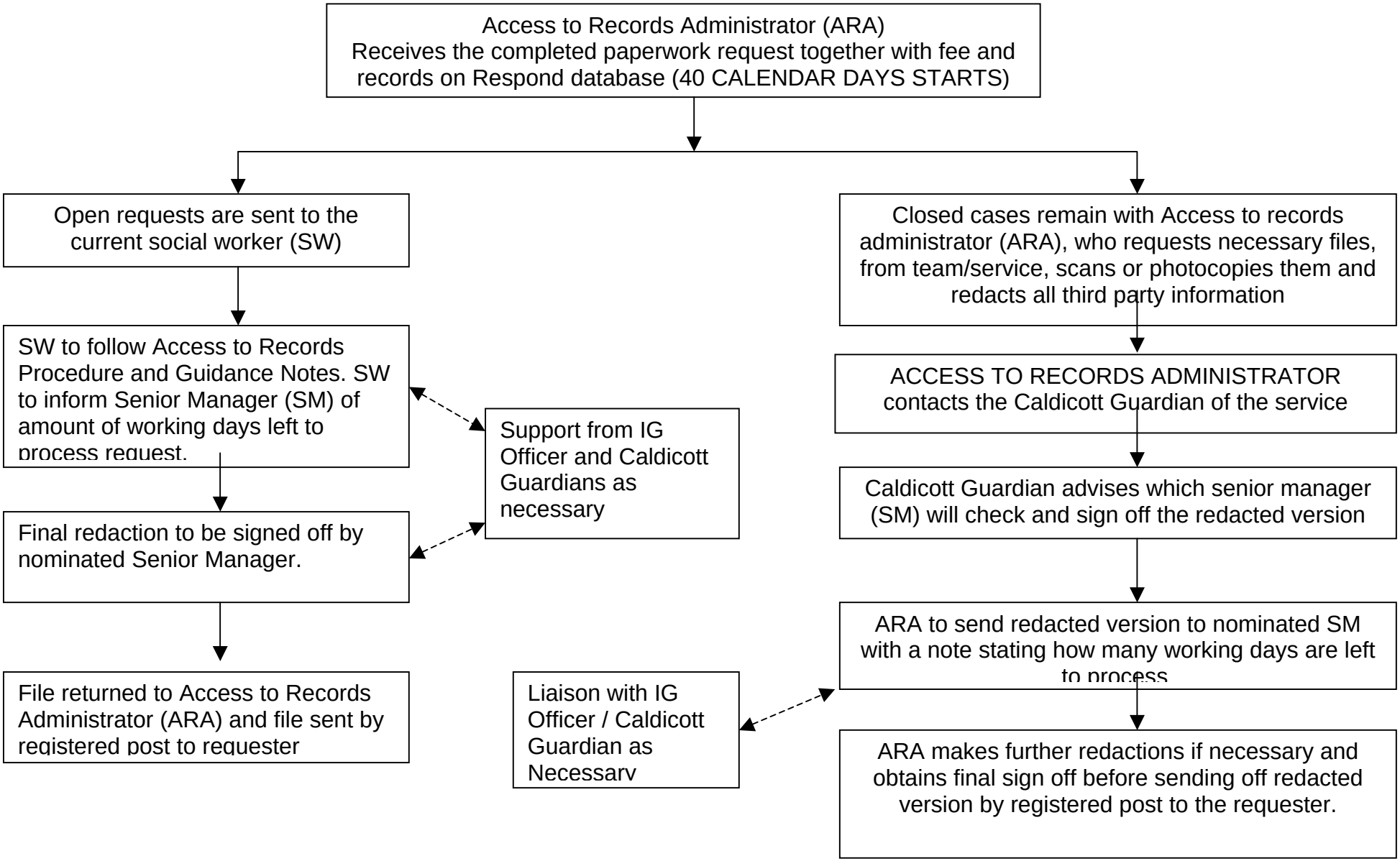Access to Records Process