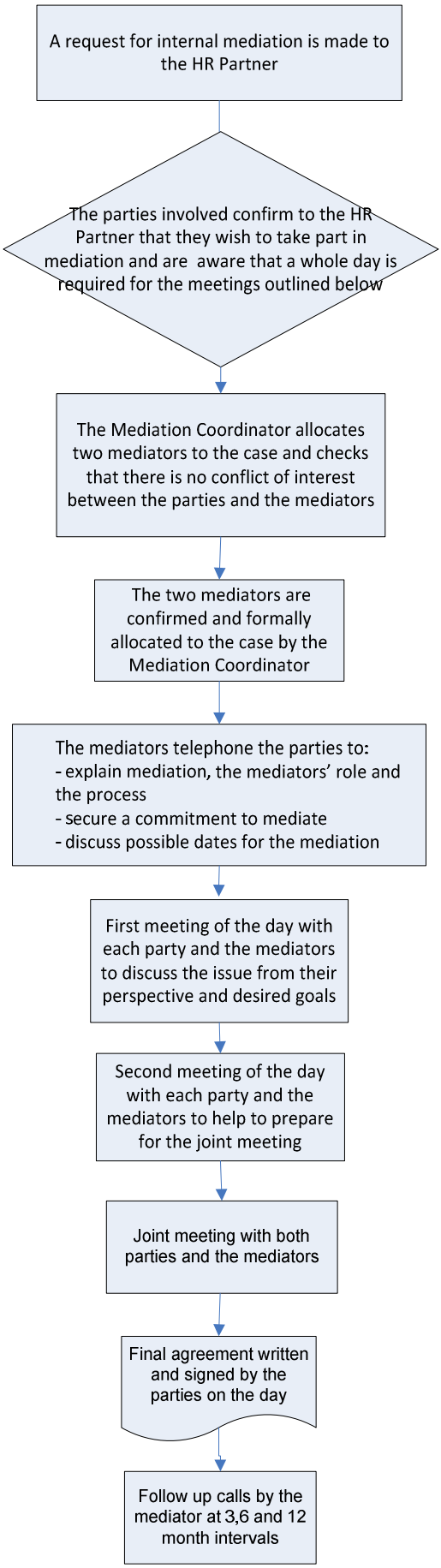Mediation Flowchart