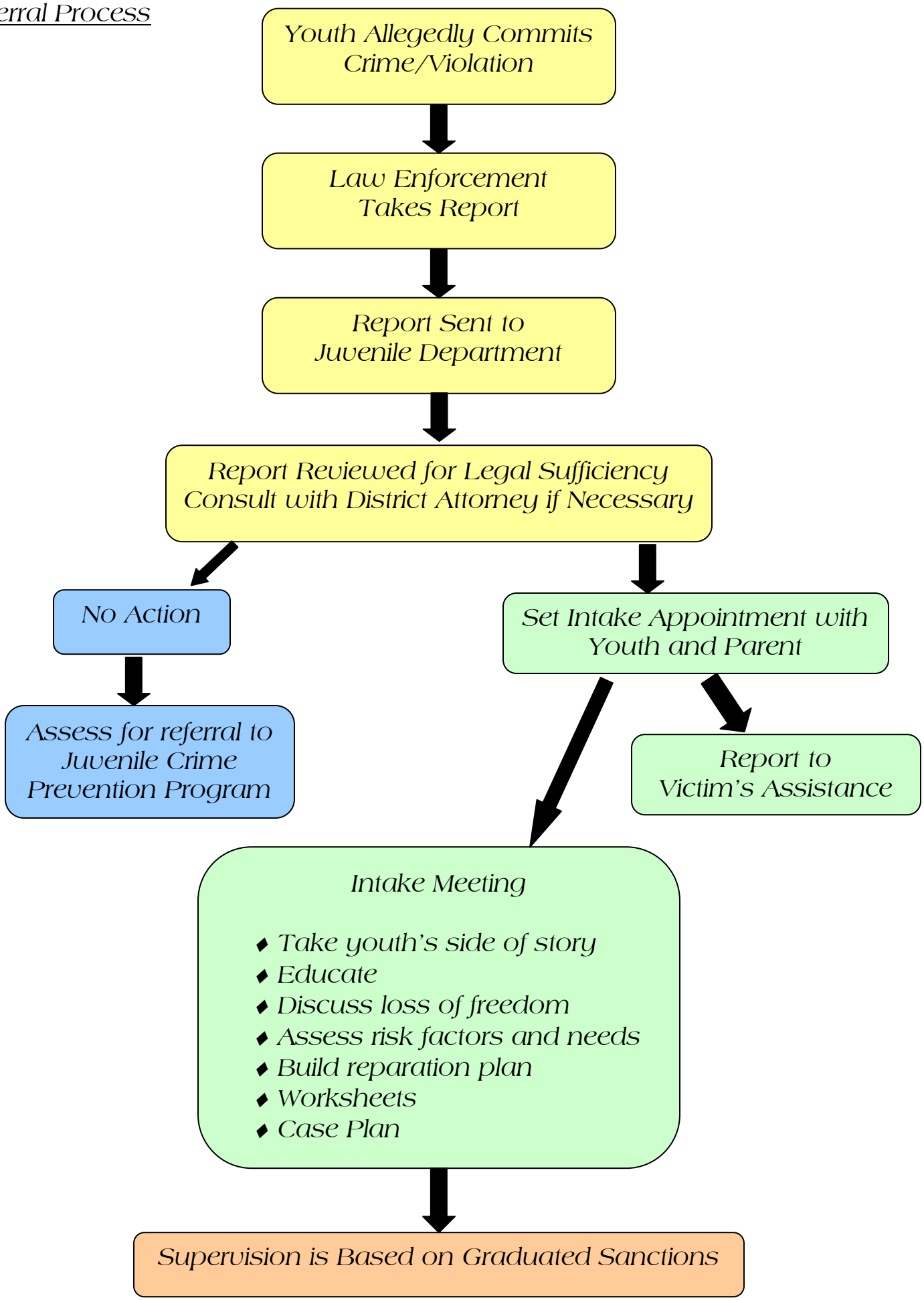Referral Process