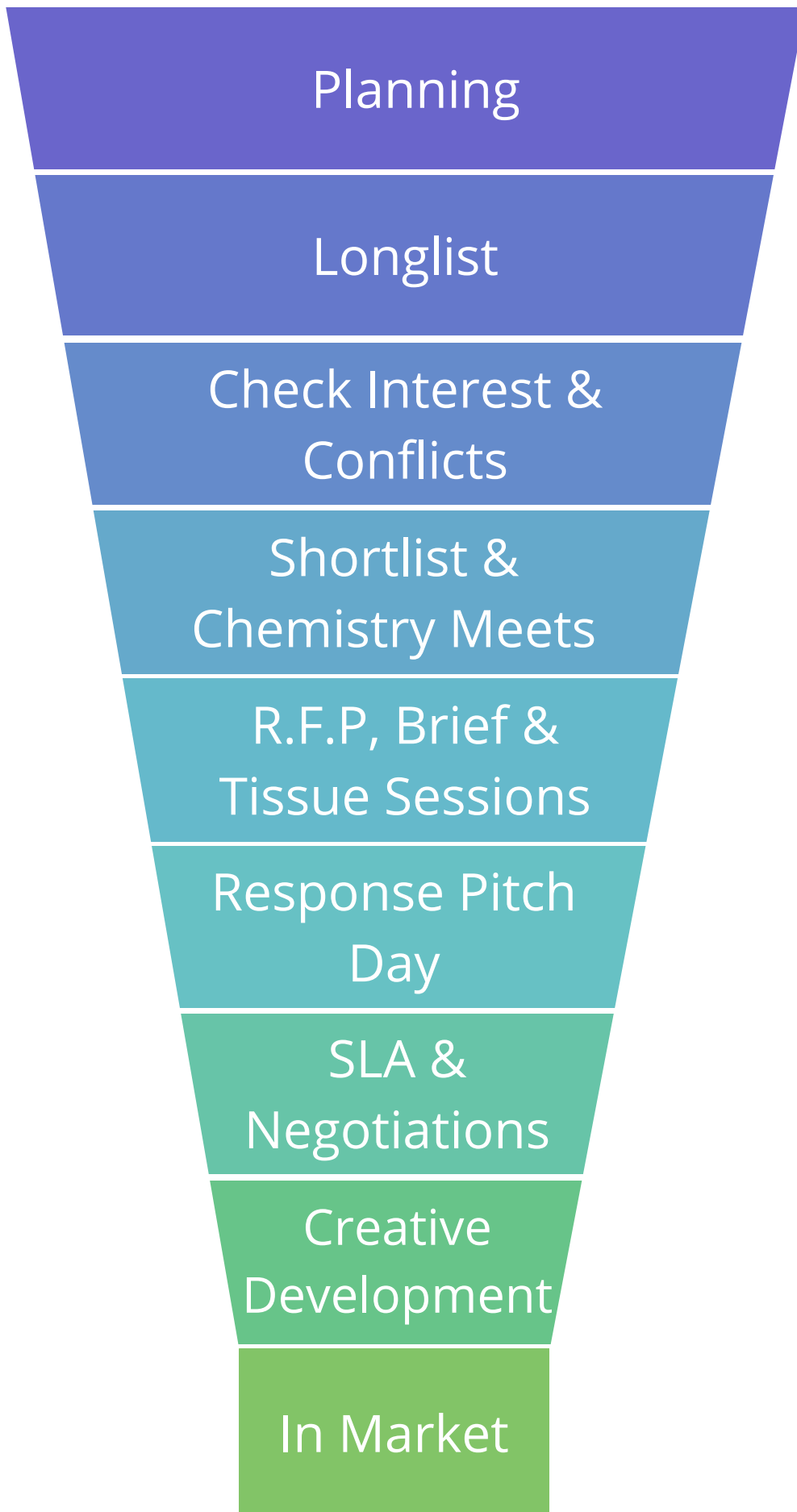


Agency Selection Steps



Consumer Response &
Outcomes