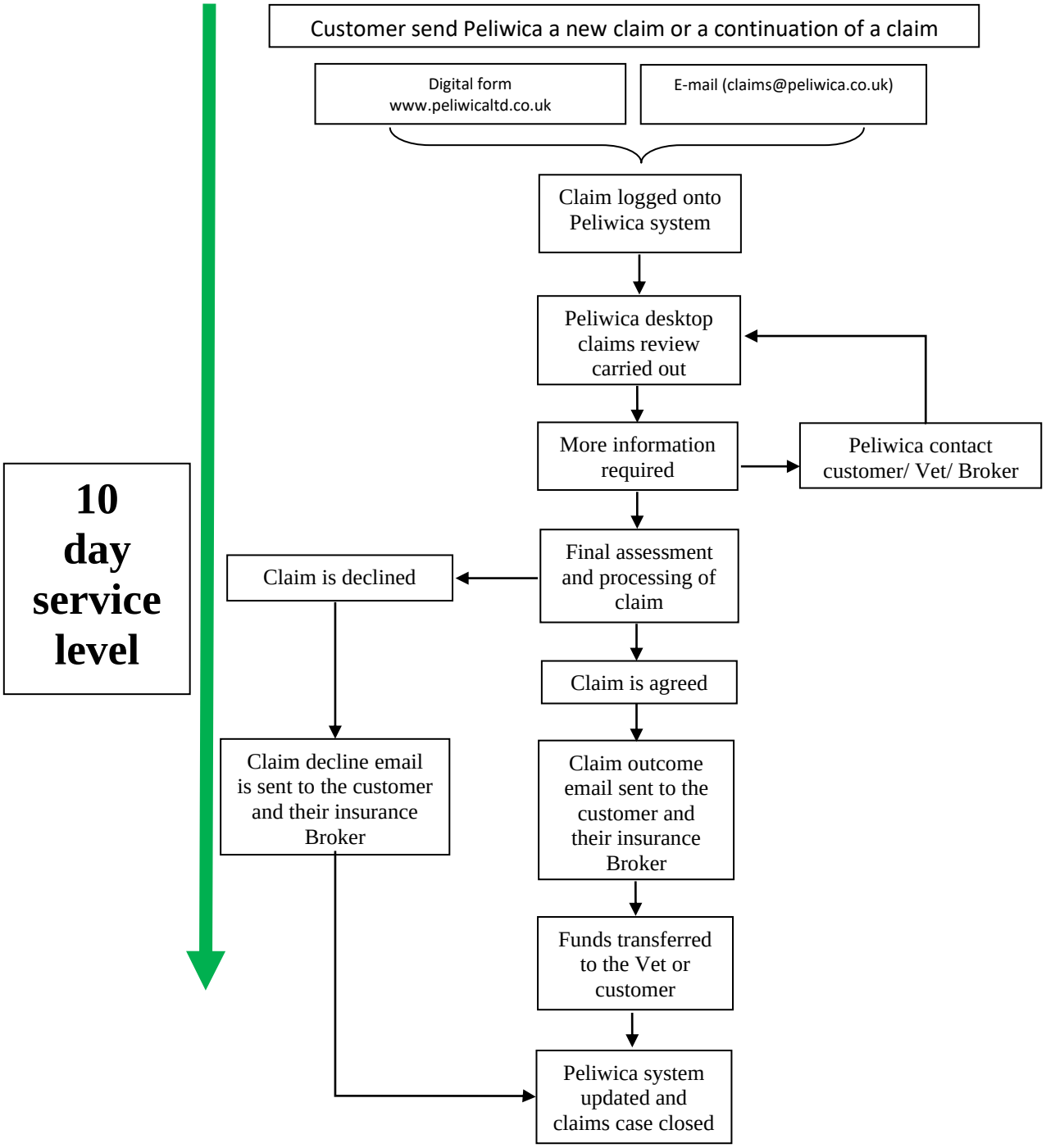PELIWICA CLAIMS MANAGEMENT PROCESS