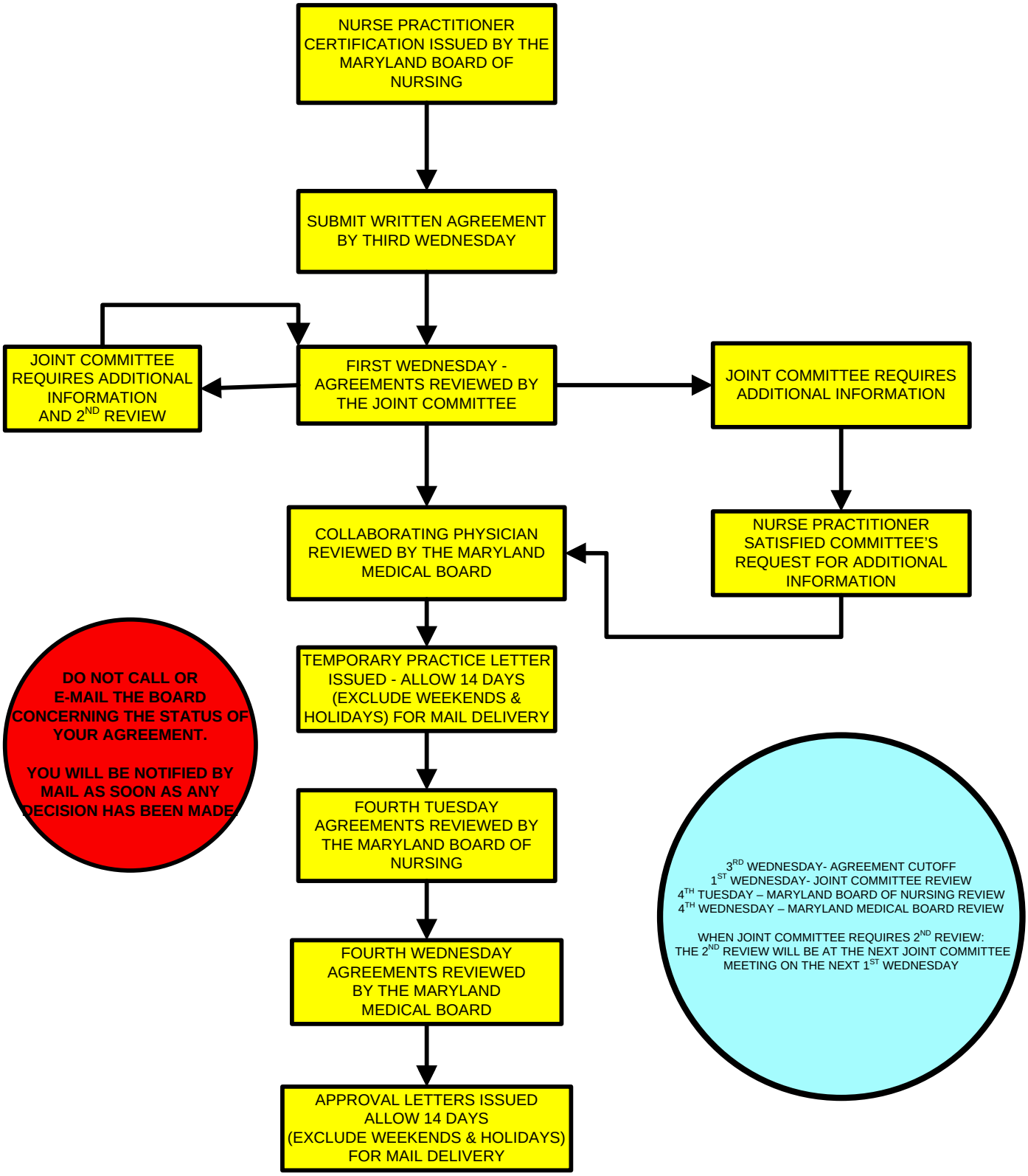WRITTEN AGREEMENT PROCESS