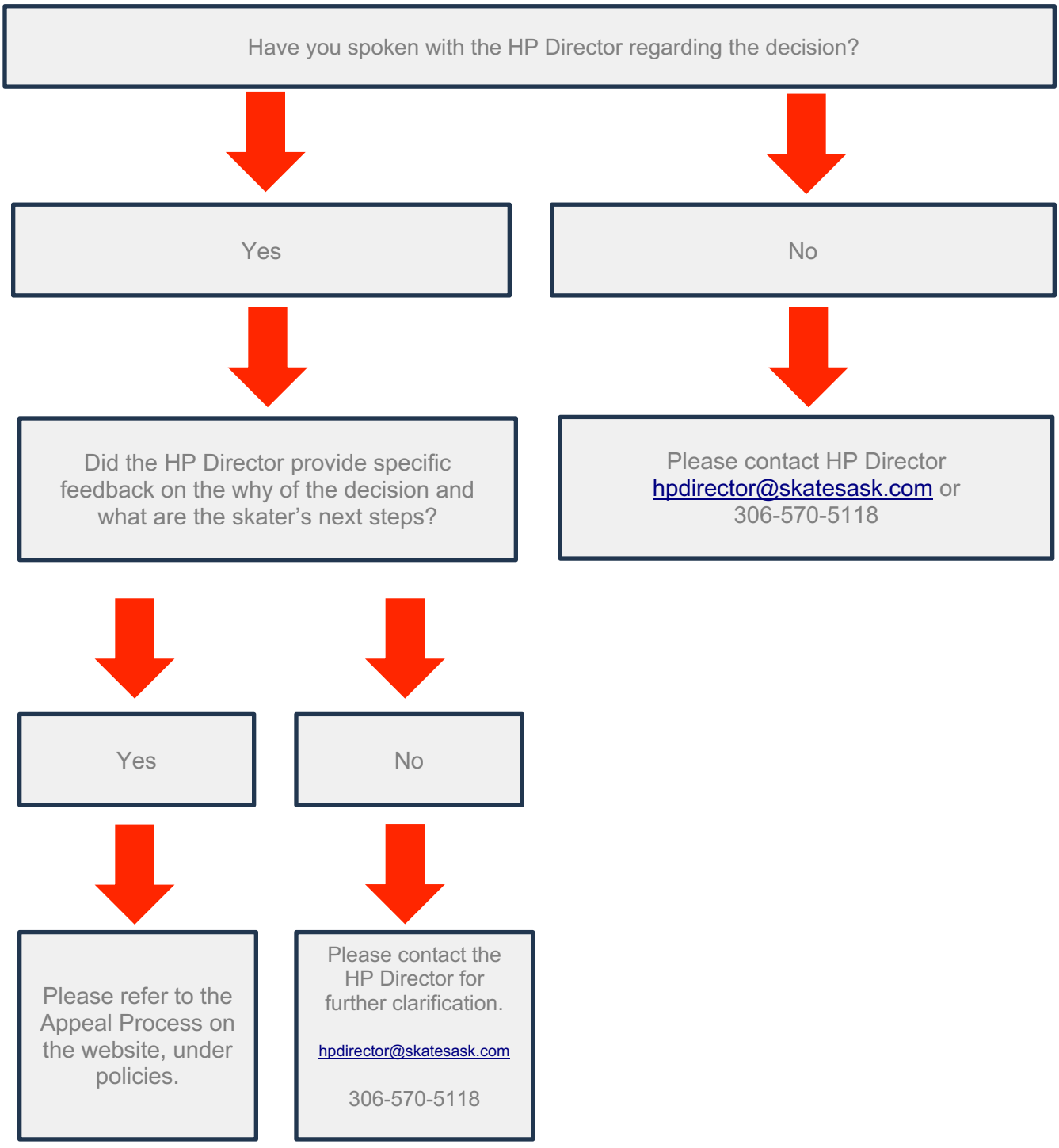Inquiry Flow Chart