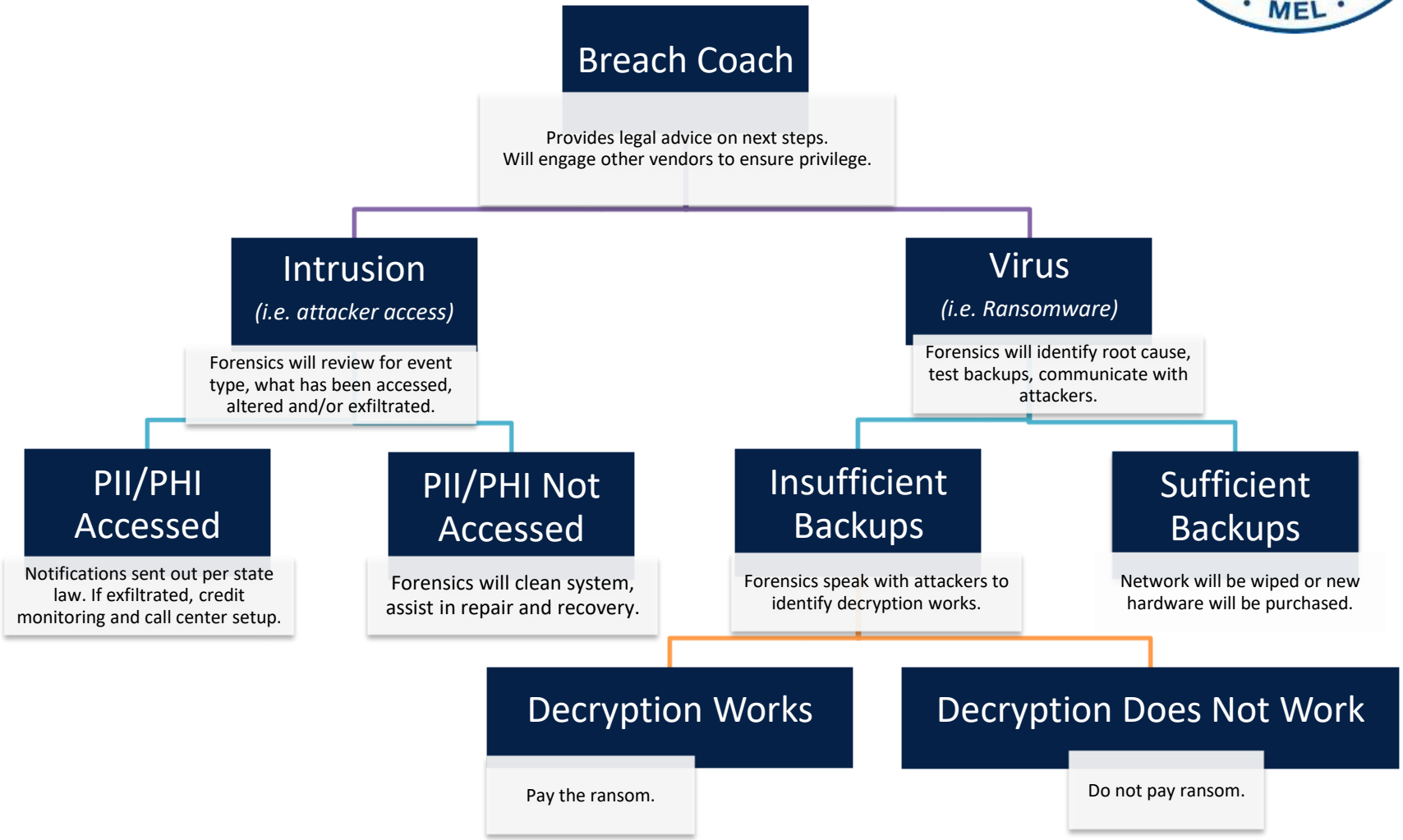Cyber Claim Flowchart