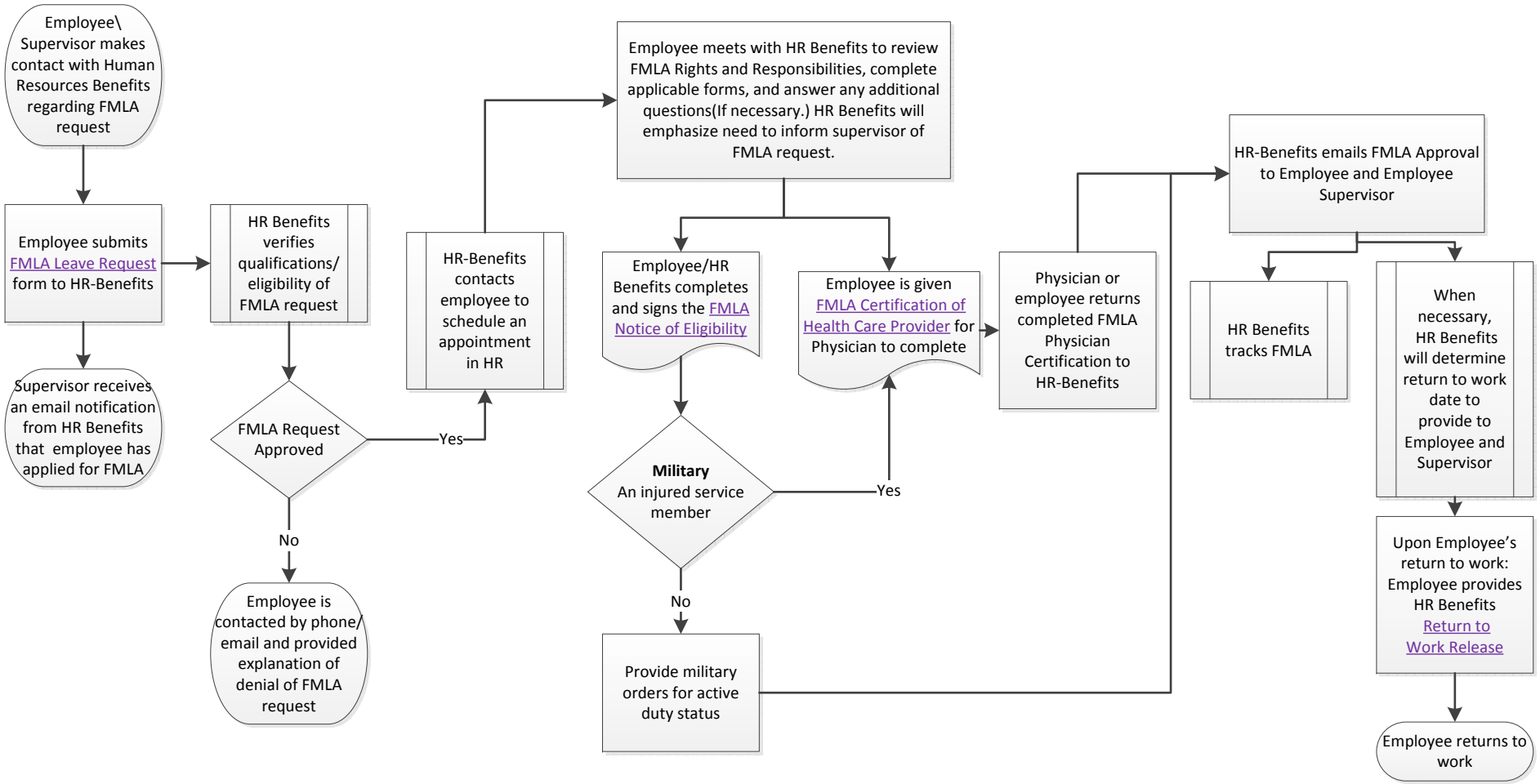FMLA Process