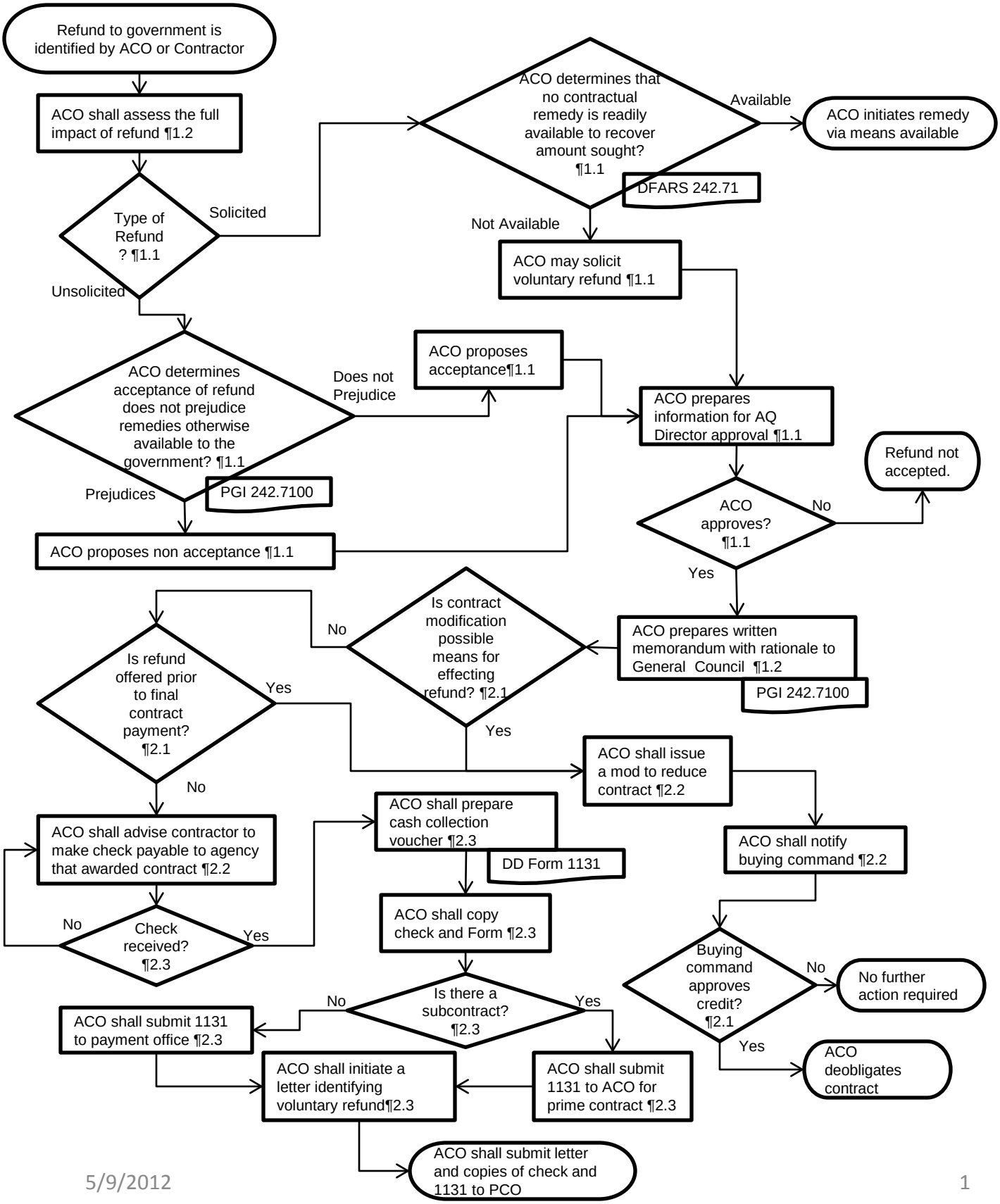Solicit or Accept Voluntary Refunds Process