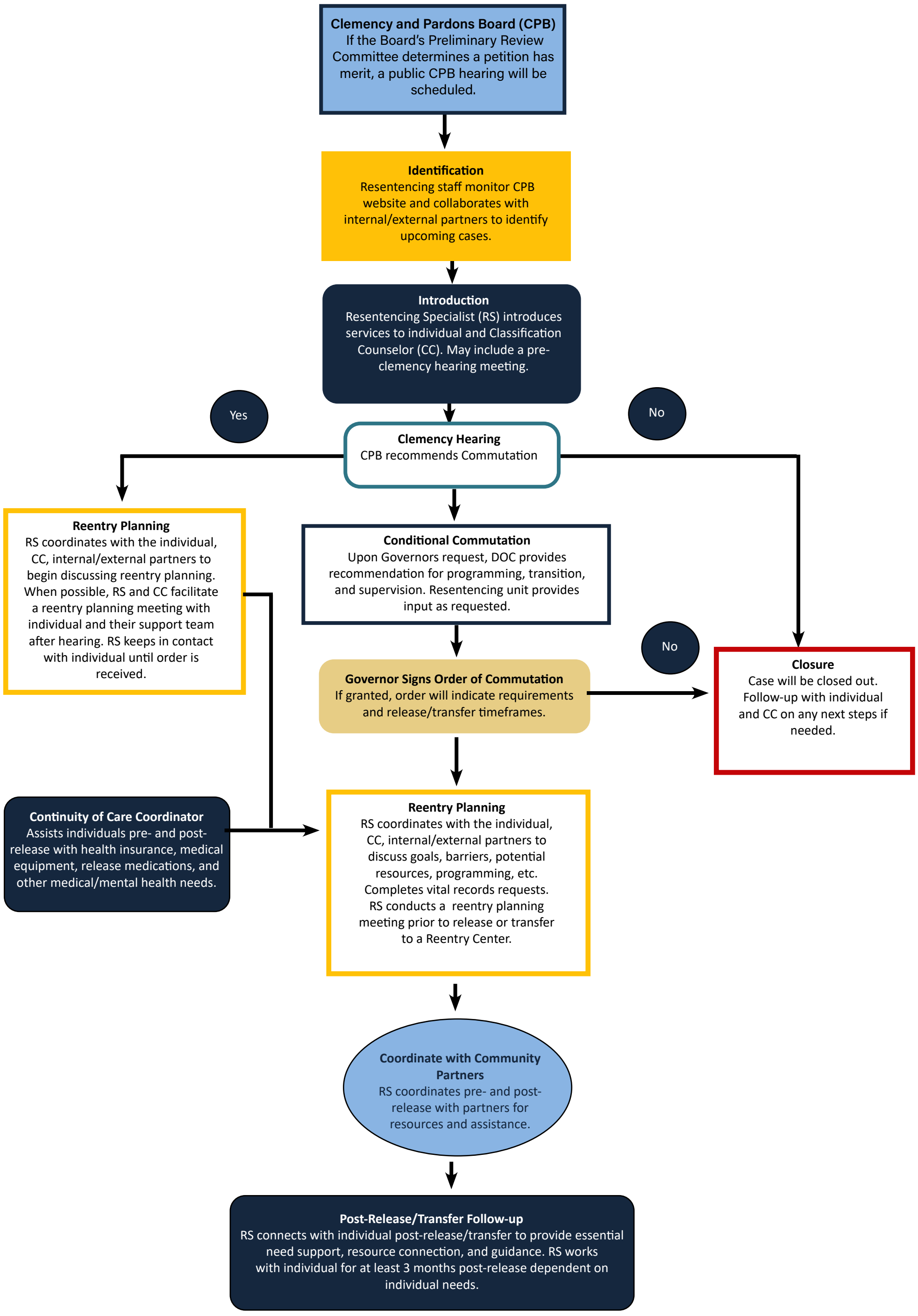Clemency Process Overview