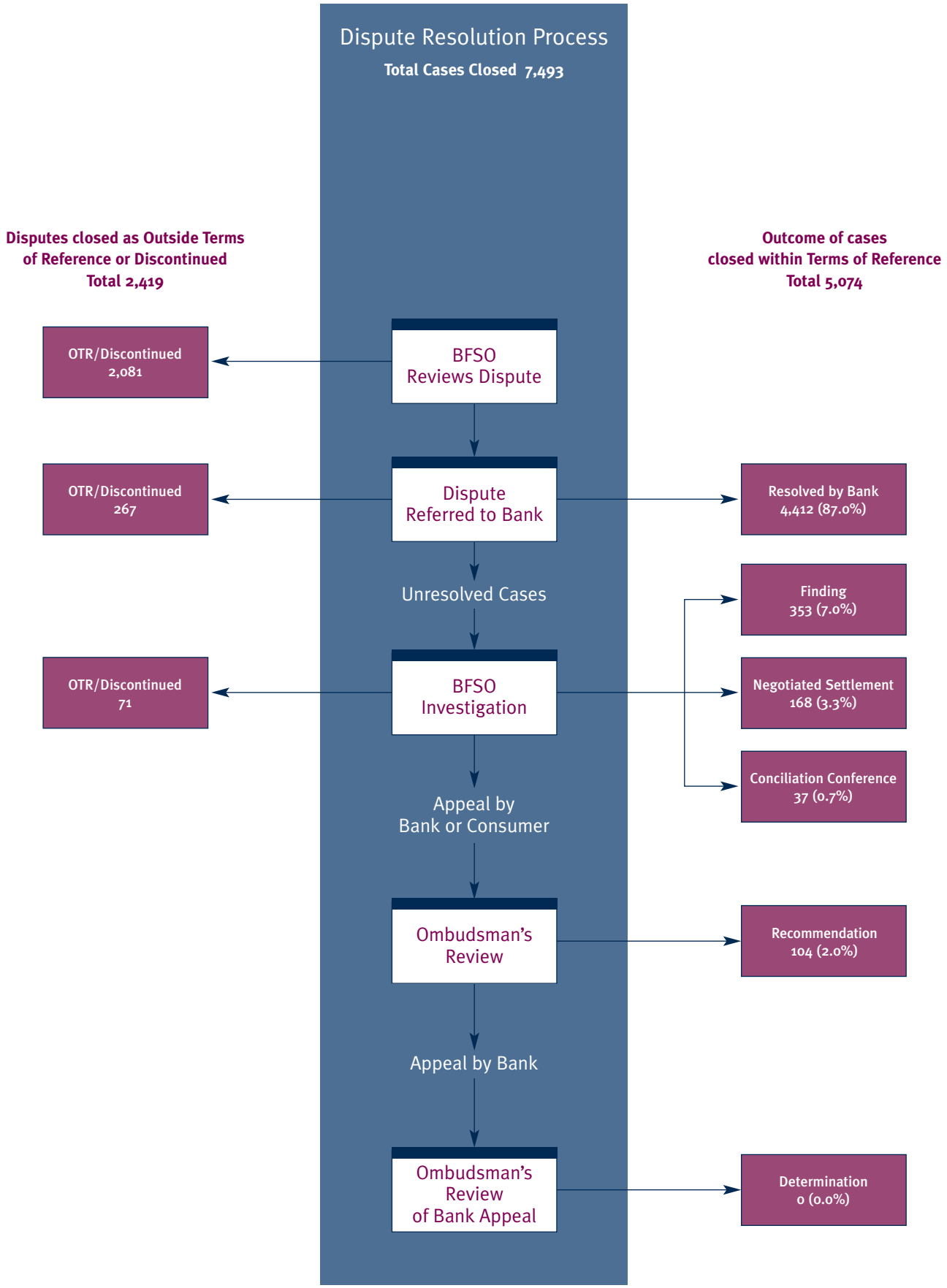Dispute Resolution Process and Outcome of Closed Cases