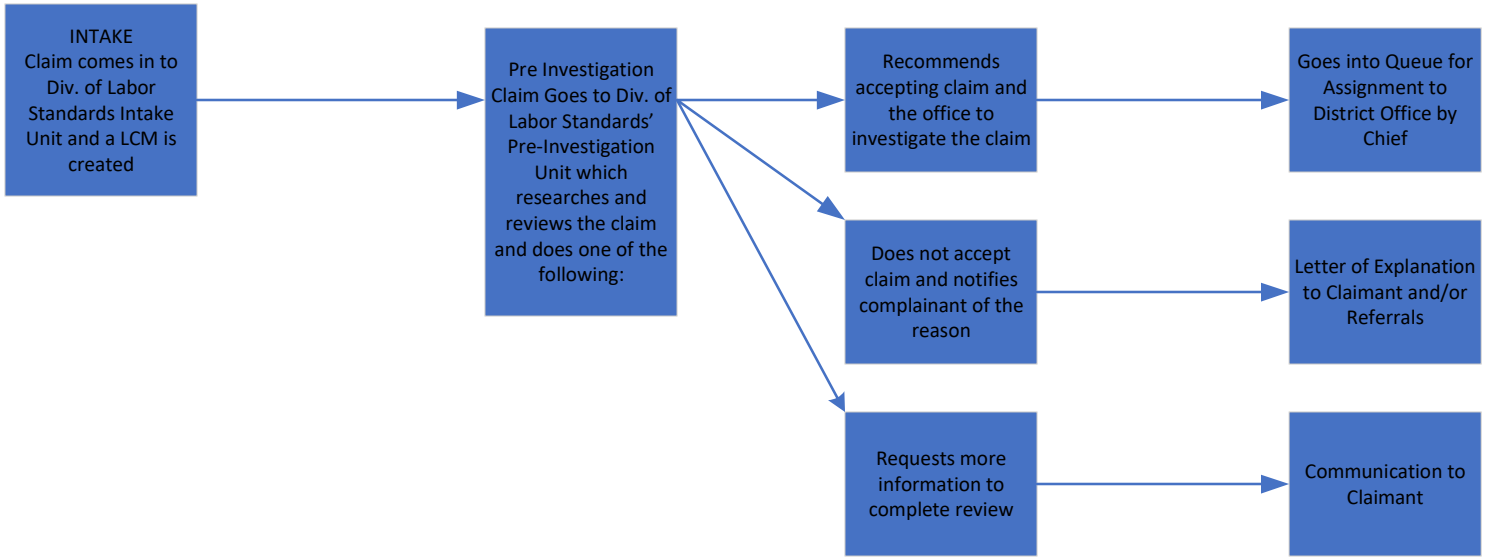CLAIM INTAKE AND PRE-INVESTIGATION