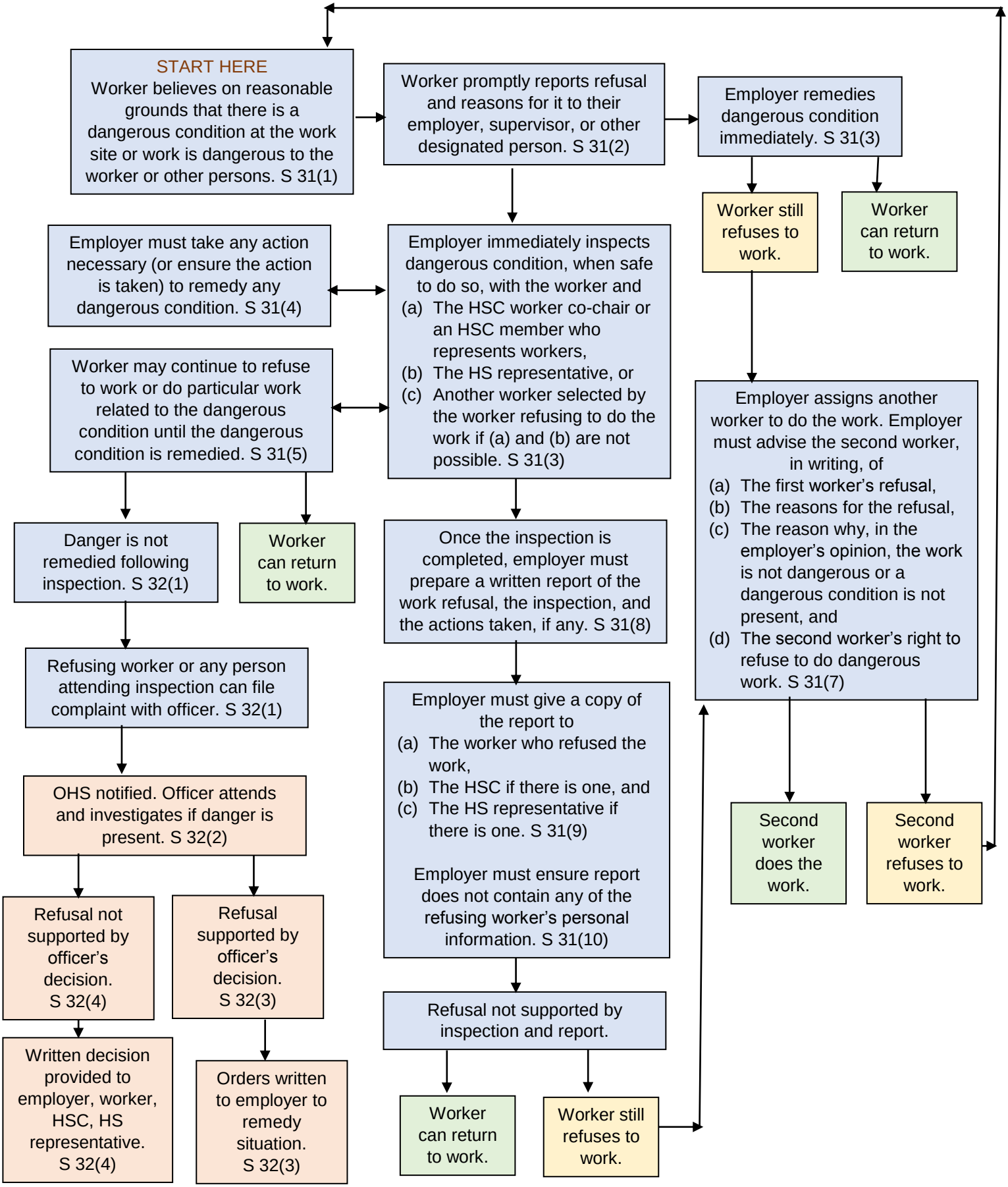Refusal Flow Chart