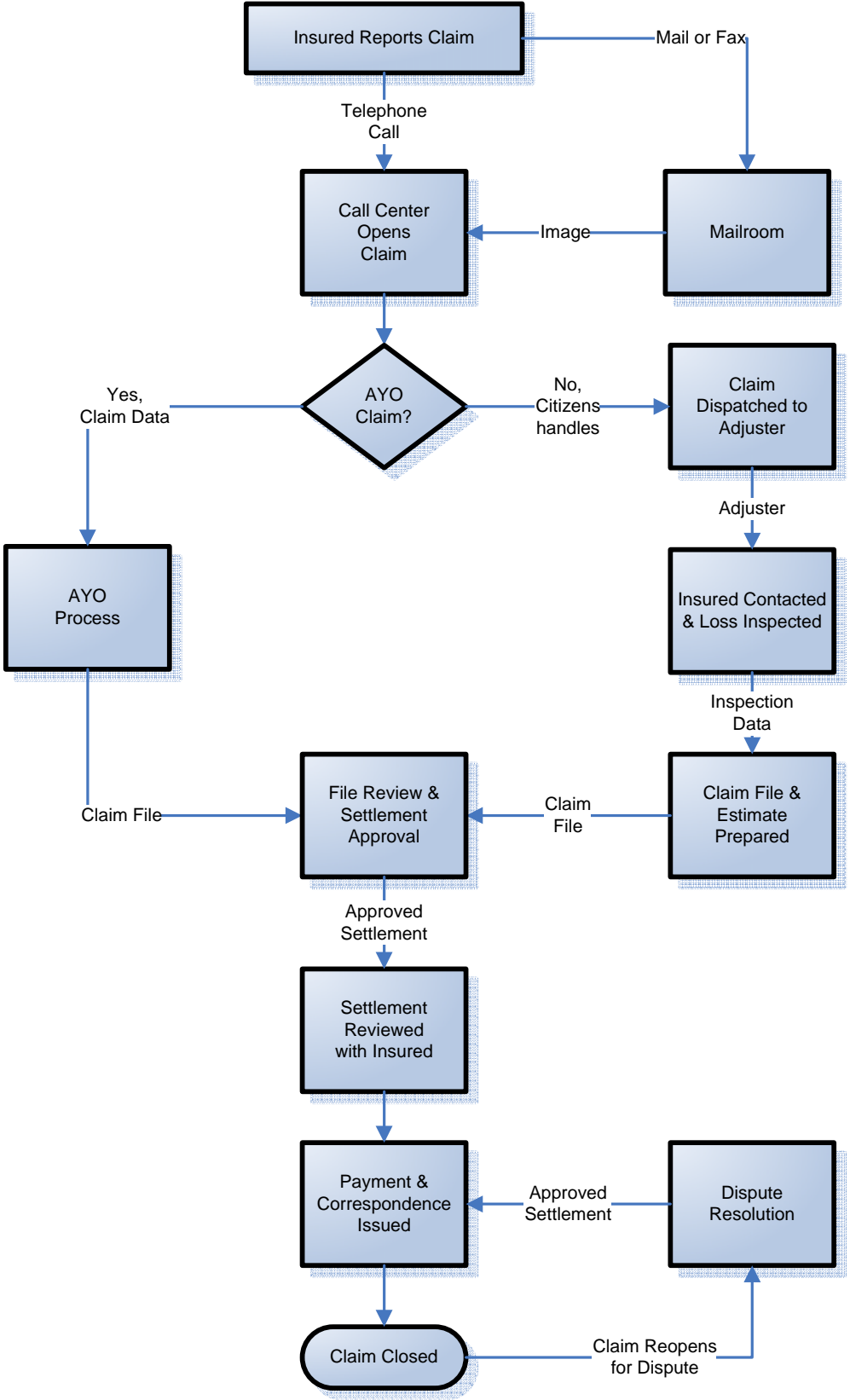


2007 Citizens Cat Claims Process Flow



2004 Citizens Cat Claims Process Flow

