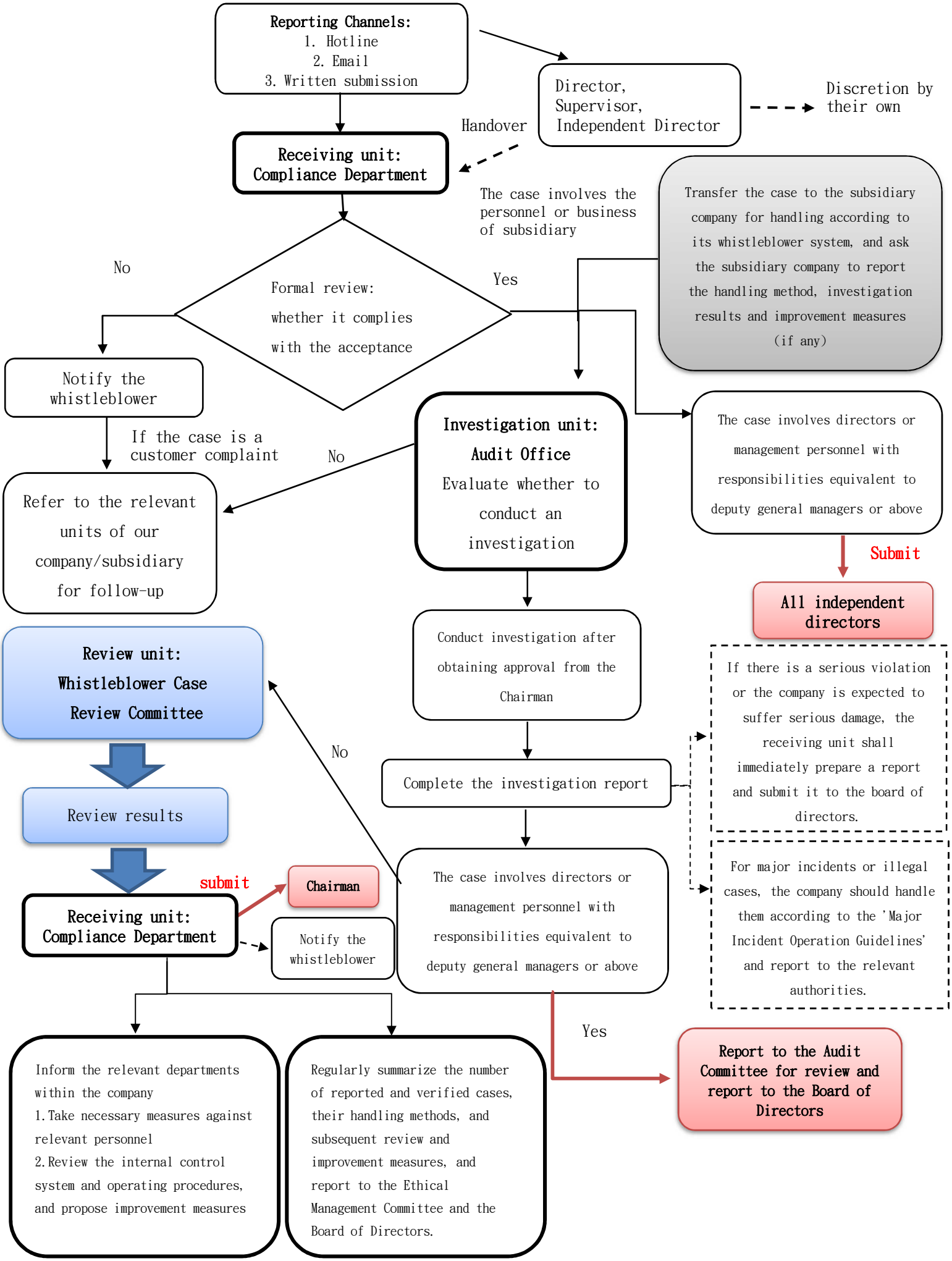Whistleblower Case Handling Process