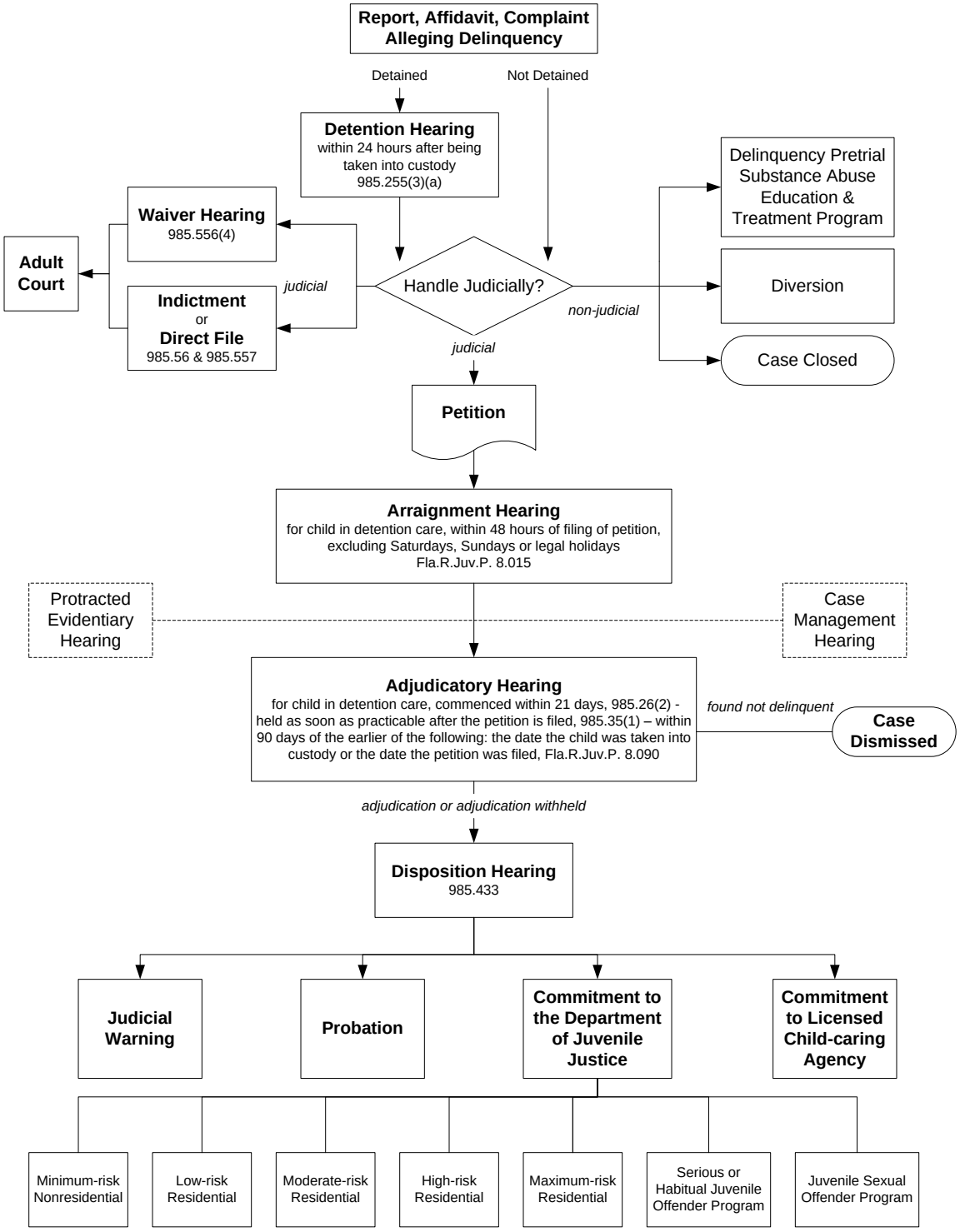DELINQUENCY CASE PROCESSING