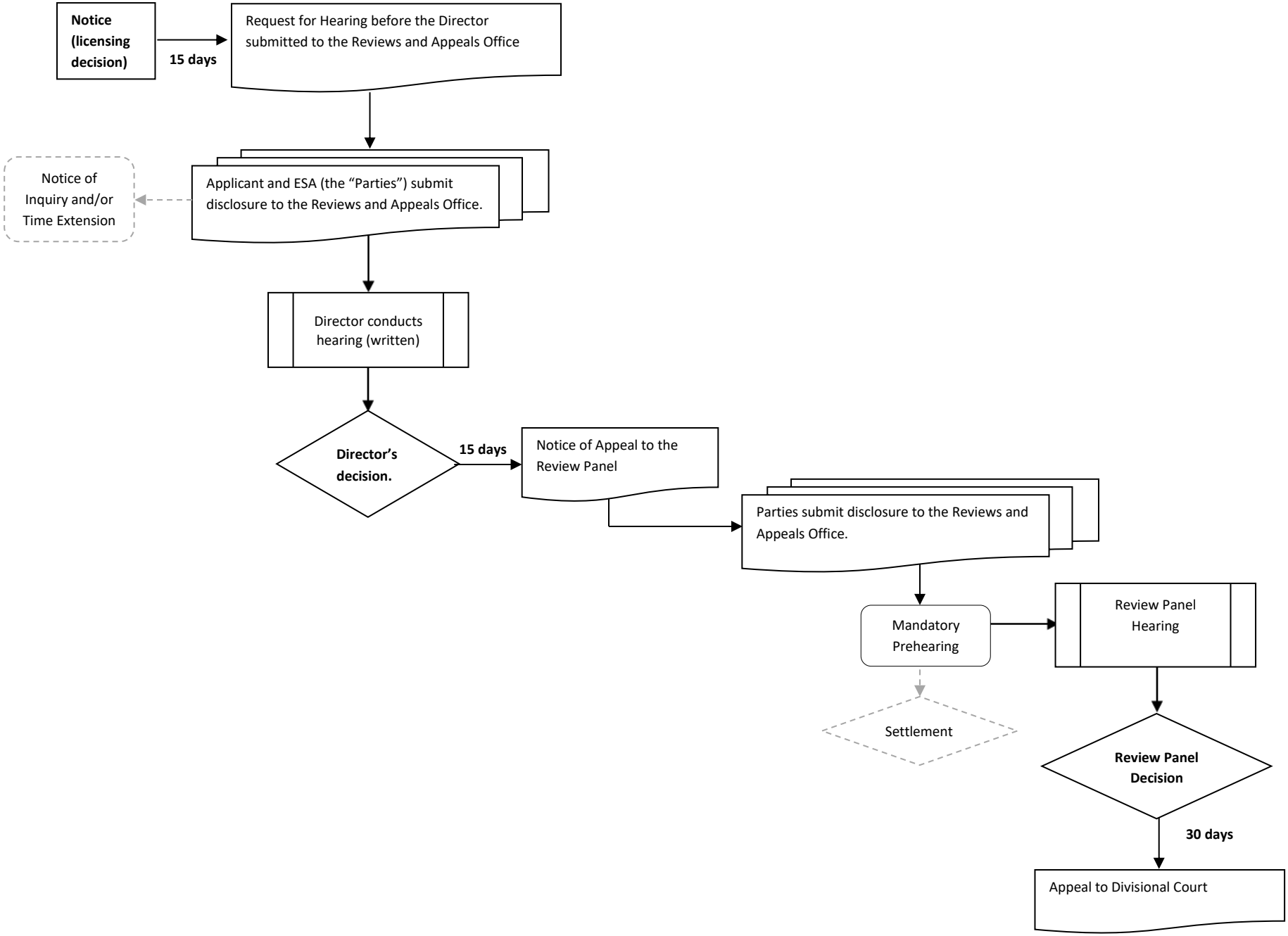PROCESS FOR HEARINGS BEFORE THE DIRECTOR – LICENSING