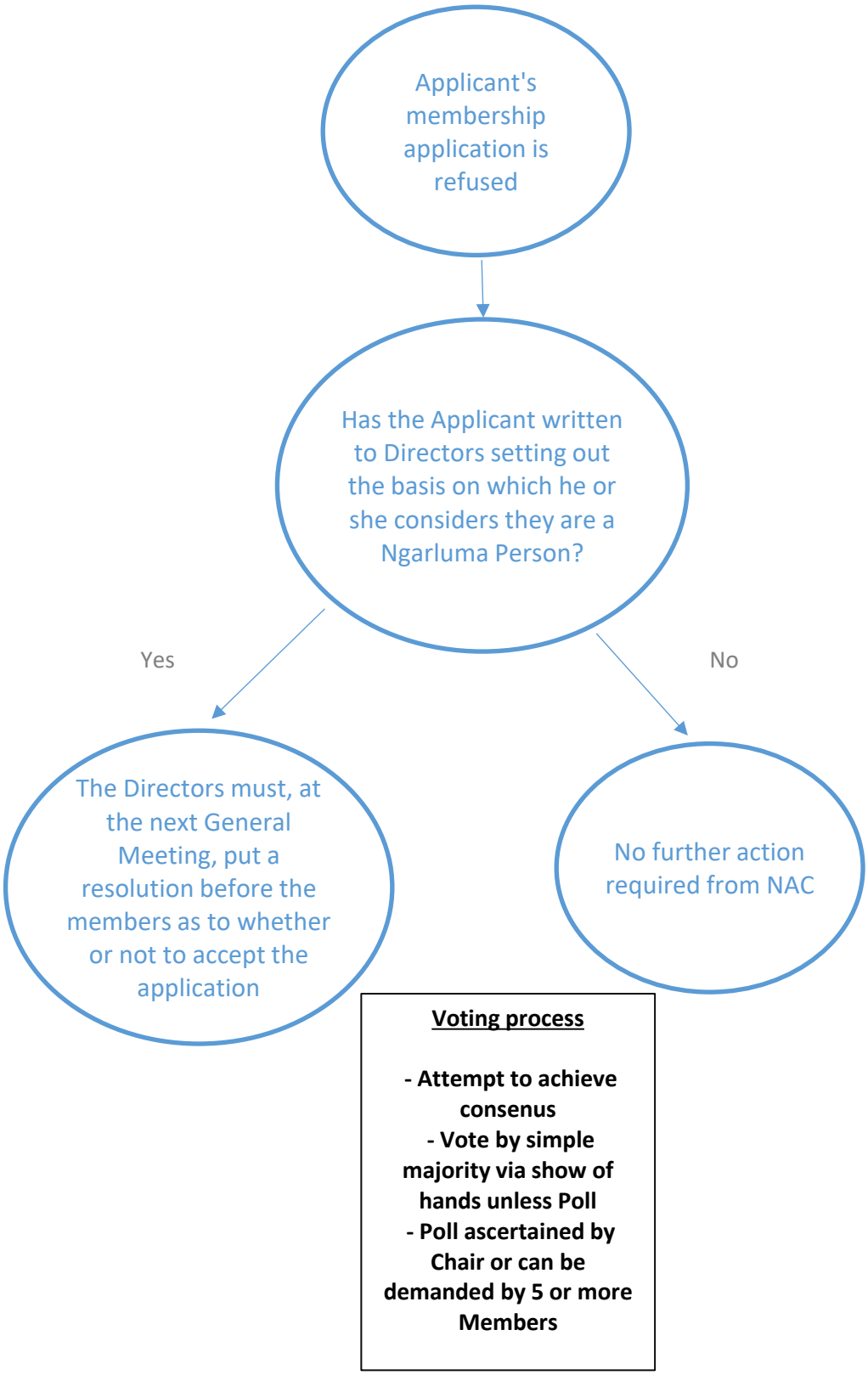Membership appeal process