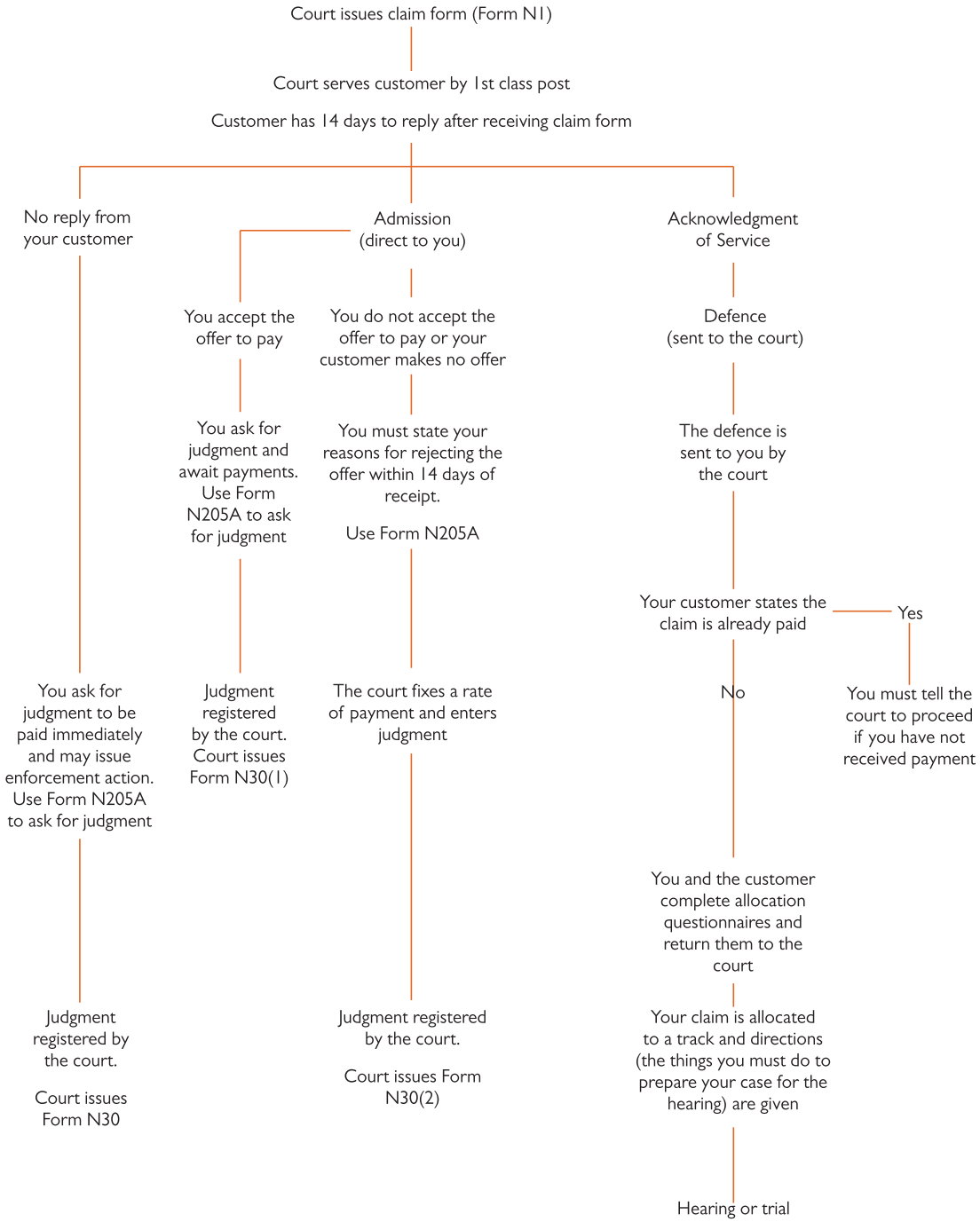What happens after I issue my claim form?