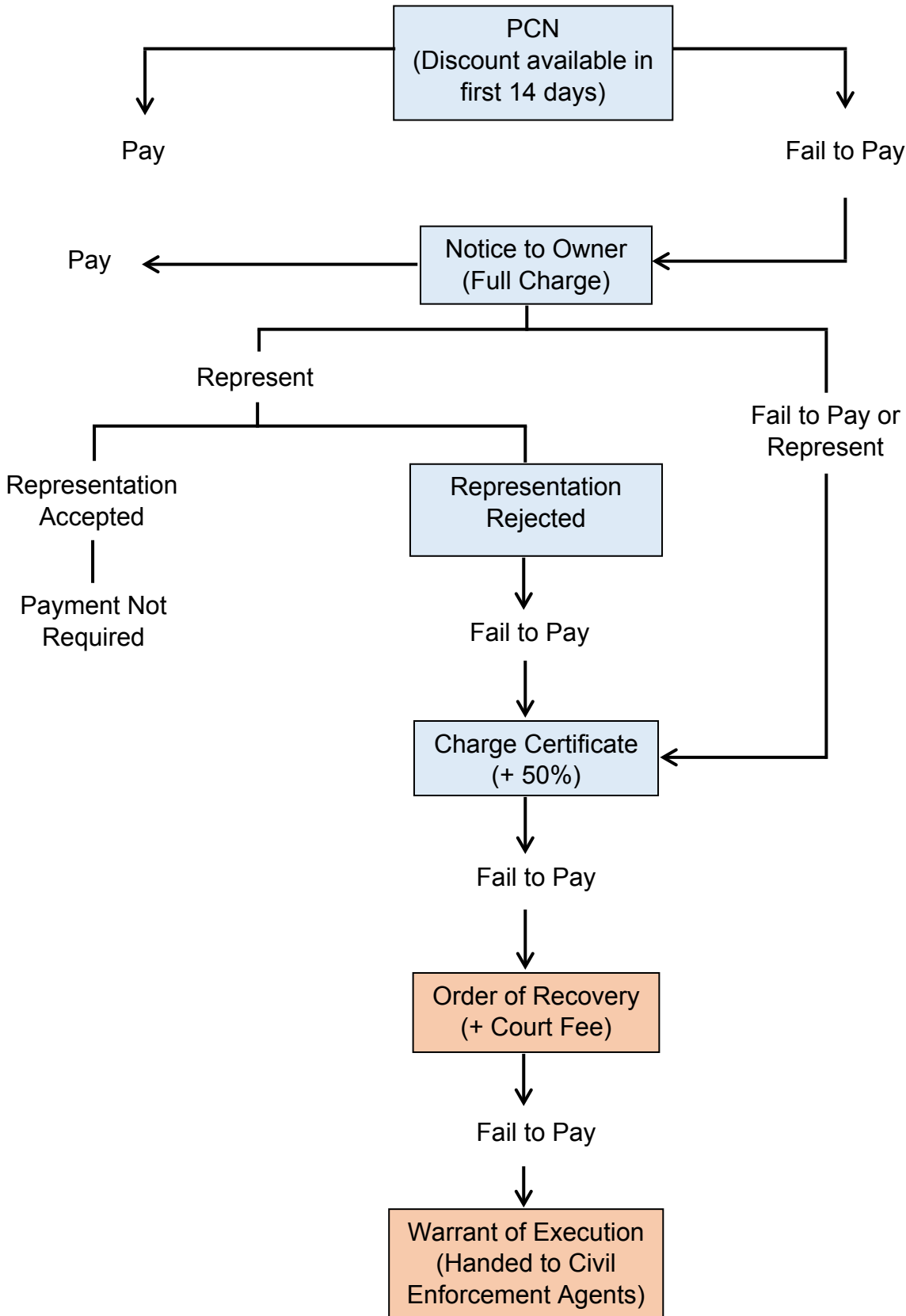


APPENDIX E

Penalty Charge Notice (PCN) Recovery Process Flow Chart



This chart is for illustration only –detailed rules apply