

9. WCHA's proposed informal settlement terms; and
10. WCHA's response to each prospective corrective measure requested above.

I am seeking resolution of this matter through the grievance process and, if possible, through an informal settlement that corrects both the account and the administrative practices that produced this dispute.

Nothing in this grievance constitutes a waiver of any right, defense, claim, grievance right, statutory right, regulatory protection, contractual right, or judicial remedy available to me.

Respectfully submitted,

[Redacted signature block]

Date: 8/21/20

Designated Representative/Advocate:

[Redacted name]
[Redacted address]