

QUARTERLY REVIEW ARTICLE INDEX

Topics by Issue

Issue 1: January – March 2006

- Letter from the Public Counsel: OIEC creation
- HB7 creates OIEC
- Accomplishments: First Quarter 2006
- Website: Launch
- Injured Employee Services and Ombudsman Program: Summary
- Rules: Transfer to OIEC/comments

Issue 2: April – June 2006

- Letter from the Public Counsel: Progress
- Publication: Rights and Responsibilities
- Accomplishments: Second Quarter 2006
- Website: Improvements
- Ombudsman Experience
- Rules: Development/comments

Issue 3: July – September 2006

- Letter from the Public Counsel: Becoming a Team, Ombudsman Index
- Annual OIEC Conference 2006
- *Amicus Curiae* Brief: Lockheed Martin Corp v. Eunice Alexander
- Strategic Plan FY 2007-2011
- Legislative Appropriations Request FY 2008-2009
- Rule: Inpatient and Outpatient Hospital Fee Guideline rule comments
- Rule: Rule 276.10 Ombudsmen Education and Training Program and Private Meetings with Unrepresented Injured Employees

Issue 4: October – December 2006

- Letter from Public Counsel: GEDP
- Accomplishments: Fourth Quarter 2006
- Rule: Rule 276.1, 276.2, 276.5
- Rule: Medical Dispute Resolution (MDR) rule comments
- Training: Ombudsman Assistants
- Training: Ombudsmen

Issue 5: January – March 2007

- Letter from the Public Counsel: Stakeholders
- Legislative Update: Bills to watch
- Alliance with Equal Justice Center
- Regional Staff Attorney News
- Publication: Employer's Notification of Ombudsman Program
- Website: Statistics

Issue 6: April – June 2007

- Letter from the Public Counsel: Legislative Session
- Legislative Update 80th Session: Bills Passed
- Legal Services: Training
- Ombudsman Program (f/k/a Injured Employee Services): Training, Travel, Promotions

Issue 7: July – September 2007

- Letter from the Public Counsel: DWC Dispute Resolution Officer transfer to OIEC as Ombudsman Associates
- Ombudsman Program: New Ombudsman Associates
- Rules: 276.3
- Legal Services: Training
- Website: Statistics
- Annual OIEC Conference 2007

Issue 8: October – December 2007

- Letter from the Public Counsel: New positions, management plan
- Publication: Rights and Responsibilities Revised
- Customer Service Division: Created
- Ombudsman Program (f/k/a Injured Employee Services): Ombudsman Associates, Medical Dispute Resolution, Training
- Legal Services: Training

Issue 9: January – March 2008

- Letter from the Public Counsel: Progress over first two years
- Organizational Changes
- New Deputy Public Counsel
- Program Area Updates
- Question of the Quarter: Permission to Provide Confidential Information
- Case Study: Jurisdiction
- Employee Spotlight: CSR Shawnee Ray

Issue 10: April – June 2008

- Letter from the Public Counsel: Survey of Organizational Excellence
- Survey: 2008 Ombudsman Customer Satisfaction Survey
- Professional Specialty Requirements
- Question of the Quarter: Compensability
- Rules: 276.11
- Program Area Updates
- Case Study: Accrued Death Benefits
- Employee Spotlight: Adriana Torres

Issue 11: July – September 2008

- Letter from the Public Counsel: Conferences
- Annual OIEC Conference 2008
- Hurricane Ike
- New MACC Chair – Deputy Public Counsel
- Website: One-Stop Searching
- Ethics Committee
- Question of the Quarter: Form DWC41
- Outreach: Fatality Initiative
- Program Area Updates
- Employee Spotlight: Margaret Mery-Cisneros

Issue 12: October – December 2008

- Letter from the Public Counsel: Stakeholders
- Legislative and Regulatory Recommendations
- Strategic Plan FY 2009-2013
- Legislative Appropriations Request FY 2010-2011
- *Amicus Curiae* Brief: MMI/IR
- Program Area Updates
- Question of the Quarter: Limit of two Benefit Review Conferences
- Outreach: PSA, Publications
- OIEC Gives Back: SECC, Hurricane Ike, Helping Hands Home
- Employee Spotlight: Stephen Gossett, Legal Services
- Case Study: Heart Attack

Issue 13: January – March 2009

- Letter from the Public Counsel: Ethics and legislative session
- OIEC Celebrates Three-Year Anniversary
- Survey: Customer Satisfaction
- *Amicus Curiae* Brief Filed: SORM
- Question of the Quarter: Designated Doctor
- Customer Service Early Intervention Successes
- Case Study: Maximum Medical Improvement and Impairment Rating Finality and Networks
- Houston Offices Receive SECC Award
- Employee Spotlight: Elaine Chaney, Legal Services

Issue 14: April – June 2009

- Letter from the Public Counsel: Leadership
- Legislative Update: Bill Summary
- Annual OIEC Conference 2009
- Outreach Initiatives
- Question of the Quarter: Supplemental Income Benefits
- Customer Service Early Intervention Successes
- Case Study: Appointment of Second Designated Doctor
- Employee Spotlight: Judy Tyson, Ombudsman Program

Issue 15: July – September 2009

- Letter from the Public Counsel: Leadership and mission statement
- Sunset Advisory Commission Review
- *Amicus Curiae* Brief: *Liana Leordeanu v. American Protection Insurance Company*
- Outreach Initiatives: SIBS/Labor Rights
- Question of the Quarter: Health care billing
- Audit: Ombudsman Program
- Customer Service Early Intervention
- Case Study: Lifetime Income Benefits
- Training: Electronic Database Searching
- Employee Spotlight: Sharon Holley, Quality Assurance

Issue 16: October – December 2009

- Letter from the Public Counsel: Statistics
- *Quarterly Review* Paper Copies
- Sunset Advisory Commission Review
- Utilization Review Advisory Committee
- Legislative Recommendation Enforced: Peer Reviews
- Leadership Conference
- Website: Facebook and Twitter
- Website: Enhancement: World Lingo
- Question of the Quarter: Extent time limit
- Customer Service Successes
- Case Study: Contribution
- Employee Spotlight: CSR Enedina Medina

Issue 17: January – March 2010

- Letter from the Public Counsel: Fatalities
- Sunset Review: Update
- Rule: §276.4 Sick Leave Pool Program
- Rule: §276.6 Notice of Injured Employee Rights and Responsibilities
- Members of State Bar College of Texas
- *Amicus Curiae* Brief: *Bettie Bell v. Zurich American Insurance Company*
- *Amicus Curiae* Brief: *Transcontinental Insurance Company v. Joyce Crump*
- Publication: Employer's Notice of Ombudsman Program
- Quality Assurance
- Customer Service Early Intervention Successes
- Publication: Injured Employee Information Packets, Death/Burial Benefits Brochure
- Question of the Quarter: Public Speaking
- Executive Management Expand Their Public Service and Professional Affiliations
- Case Study: Threshold issues
- Employee Spotlight: RSA Gina McCauley
- Audits: OIEC Audit Reports on Internet

Issue 18: April – June 2010

- Letter from the Public Counsel: Sunset and staff
- Sunset Review: Process Continues
- Strategic Plan FY 2012 - 2015
- Question of the Quarter: Medical Disputes
- Annual OIEC Conference 2010
- Federal Health Care Reform Team
- Hurricane Alex
- Survey: 2009 Customer Satisfaction Results
- Survey: 2010 Employee Engagement Results
- "Works Wonders" Program
- Customer Service Early Intervention Successes
- Training: Effectively Questioning Physicians on Medico-Legal Issues
- Case Study: Death Benefits
- Employee Spotlight: Hattie Dugas, Ombudsman Program

Issue 19: July – September 2010

- Letter from the Public Counsel: Agency Events
- OIEC Legislative Appropriations Request
- Annual Performance Measure Results
- FY 2011 Customer Satisfaction Survey
- OIEC Reorganization
- Question of the Quarter: Coverage
- Missouri City Field Office
- Mexican Consulate
- Emphasis on Leadership
- Customer Service Successes
- Case Study: Entitlement to Surgery
- Program Area Employee Spotlight

Issue 20: October – December 2010

- Letter from the Public Counsel
- OIEC Submits Legislative Report
- OIEC Funding
- Rule Petition Concerns Right to Dispute
- *Amicus Curiae* Briefs
- OIEC to Propose New Rules on Ethics
- Legal Services Conference
- Monthly Educational Presentations
- Question of the Quarter: Form-069
- Customer Service Successes
- Customer Satisfaction Survey Reminder
- OIEC Charitable Giving
- Case Study: Intoxication
- Program Area Employee Spotlight

Issue 21: Spring 2011 (Five Year Anniversary Issue)

- Letter from the Public Counsel: OIEC Five Year Anniversary
- Five Years of Dedicated Service
- OIEC Hosts Open House
- Public Counsel Reappointed
- Building Blocks of the Agency
- OIEC Leaders Meet
- Question of the Quarter: Early Intervention vs. Case Development
- The Faces of OIEC Leadership
- Planning for the Future
- Field Office Closing
- Customer Service Successes
- Texas Legislature
- Performance Measures
- New Features Launched
- Rules Proposed
- Black History Month
- Early Intervention
- Case Study: Causation
- Employee Spotlight: Reba Hutson

Issue 22: Summer 2011

- Letter from the Public Counsel: Advocating for Injured Employees
- Recommendations Adopted
- Stakeholder Meeting
- Firefighter Fatalities
- Succession Plan Survey
- OIEC Annual Conference
- Question of the Quarter: Return to Work
- Public Outreach
- Early Intervention Successes
- Case Study: Validation of Individual Plan for Employment
- Employee Spotlight: Gary Kilgore

Issue 23: Fall 2011

- Letter from the Public Counsel: Continual Improvement
- FY2011 Performance Measures
- Senior Management Training
- Fatality Claims Outreach
- Customer Satisfaction Survey
- Early Intervention Successes
- Question of the Quarter: Average Weekly Wage
- Case Study: Whole Person Impairment Rating
- Employee Spotlight: Celena Flores

Issue 24: Winter 2011/2012

- Letter from the Public Counsel: Internal Training
- Organizational Changes
- Safeguarding Confidential Information
- Rights and Responsibilities
- Agency Business Plan
- Mental Health First Aid Training
- Brian White Participates in ERS Forum
- Kathryn Harris Joins Board of Directors
- Question of the Quarter
- Quick Notes
- Case Study: Toxic Exposure
- Employee Spotlight: Betty Troyer

Issue 25: Spring 2012

- Letter from the Public Counsel: Stakeholders
- Emergency Drills Prepare Employees
- Agency Leadership Development
- Communications Corner
- Question of the Quarter: Occupational Disease
- Case Study: Impairment Rating Dispute
- By the Numbers
- Employee Spotlight: Nancy Larsen
- Special Feature: Decline in Workers' Compensation Benefits Increases Burden on Social Security Disability Insurance

Issue 26: Summer 2012

- Letter from the Public Counsel: Medical Costs

- Customer Satisfaction Survey Findings
- Communications Corner
- OIEC Annual Conference
- Question of the Quarter: Impairment Income Benefits
- Case Study: Death Benefits
- Employee Spotlight: Veronica Boulden

Issue 27: Fall 2012

- Letter from the Public Counsel
- Legislative Appropriations Request
- Early Intervention Saves Money
- Advocacy Through Rule Comments
- Leadership Training
- Finding an Attorney
- Question of the Quarter: Deadlines
- Senator Van de Putte
- Fallen Officers of Texas Honored
- Communications Corner
- Email Addresses Changed
- Case Study: Dupuytren's Disease
- Employee Spotlight: Juan Mireles

Alphabetical List of Topics

Issue 1: January – March 2006
 Issue 2: April – June 2006
 Issue 3: July – September 2006
 Issue 4: October – December 2006
 Issue 5: January – March 2007
 Issue 6: April – June 2007
 Issue 7: July – September 2007
 Issue 8: October – December 2007
 Issue 9: January – March 2008
 Issue 10: April – June 2008
 Issue 11: July – September 2008
 Issue 12: October – December 2008
 Issue 13: January – March 2009
 Issue 14: April – June 2009
 Issue 15: July – September 2009
 Issue 16: October – December 2009
 Issue 17: January – March 2010
 Issue 18: April – June 2010
 Issue 19: July – September 2010
 Issue 20: October – December 2010
 Issue 21: Spring 2011
 Issue 22: Summer 2011
 Issue 23: Fall 2011
 Issue 24: Winter 2011/2012
 Issue 25: Spring 2012
 Issue 26: Summer 2012
 Issue 27: Fall 2012

Accomplishments: First Quarter 2006 (Issue 1, 2, 4)

Agency Business Plan (Issue 24)

Agency Leadership Development (Issue 25)

Alliance with Equal Justice Center (Issue 5)
Amicus Curiae Brief: Lockheed Martin Corp v. Eunice Alexander (Issue 3)
Amicus Curiae Brief: MMI/IR (Issue 12)
Amicus Curiae Brief: SORM (Issue 13)
Amicus Curiae Brief: *Bettie Bell v. Zurich American Insurance Company* (Issue 17, 20)
Amicus Curiae Brief: *Liana Leordeanu v. American Protection Insurance Company* (Issue 15, 20)
Amicus Curiae Brief: *Transcontinental Insurance Company v. Joyce Crump* (Issue 17, 20)
Annual OIEC Conference 2006 (Issue 3, 7, 11, 14, 18)
Attorney Representation (Issue 27)
Audits: OIEC Audit Reports on Internet (Issue 17)
Audits: Ombudsman Program (Issue 15)
Black History Month (Issue 21)
Brian White Participates in ERS Forum (Issue 24)
Building Blocks of the Agency (Issue 21)
By the Numbers (Issue 25)
Case Study: Accrued Death Benefits (Issue 10)
Case Study: Appointment of Second Designated Doctor (Issue 14)
Case Study: Contribution (Issue 16)
Case Study: Death Benefits (Issue 18, 26)
Case Study: Dupuytren's Disease (Issue 27)
Case Study: Entitlement to Surgery (Issue 19)
Case Study: Heart Attack (Issue 12)
Case Study: Impairment Rating Dispute (Issue 25)
Case Study: Jurisdiction (Issue 9)
Case Study: Lifetime Income Benefits (Issue 15)
Case Study: Marijuana Intoxication (Issue 20)
Case Study: Maximum Medical Improvement and Impairment Rating Finality and Networks (Issue 13)
Case Study: Threshold issues (Issue 17)
Case Study: Toxic Exposure (Issue 24)
Case Study: Validation of Individual Plan for Employment (Issue 22)
Case Study: Whole Person Impairment Rating (Issue 23)
Case Study: Causation (Issue 21)
Charitable Giving: SECC, Helping Hands Home (Issue 20)
Communications Corner (Issue 25, 26, 27)
Confidential Information (Issue 24)
Customer Service Division: Created (Issue 8)
Customer Service Successes (Issue 21)
Early Intervention (Issue 21, 27)
Early Intervention Successes (Issue 22, 23)
Early Intervention: Customer Service Successes (Issue 13-23)
Email Addresses Changed (Issue 27)
Emergency Drills Prepare Employees (Issue 25)
Employee Spotlight: Adriana Torres (Issue 10)

Employee Spotlight: Alicia Fuentes (Issue 19)
Employee Spotlight: Betty Troyer (Issue 24)
Employee Spotlight: Celena Flores, Customer Service (Issue 23)
Employee Spotlight: Cindy Nava, Ombudsman Program (Issue 20)
Employee Spotlight: Elaine Chaney, Legal Services (Issue 13)
Employee Spotlight: Enedina Medina, Customer Service (Issue 16)
Employee Spotlight: Gary Kilgore (Issue 22)
Employee Spotlight: Gina McCauley , Legal Services (Issue 17)
Employee Spotlight: Hattie Dugas, Ombudsman Program (Issue 18)
Employee Spotlight: Juan Mireles, Ombudsman Program (Issue 27)
Employee Spotlight: Judy Tyson, Ombudsman Program (Issue 14)
Employee Spotlight: Margaret Mery-Cisneros , Ombudsman Program (Issue 11)
Employee Spotlight: Nancy Larsen (Issue 25)
Employee Spotlight: Reba Hutson (Issue 21)
Employee Spotlight: Sharon Holley, Quality Assurance (Issue 15)
Employee Spotlight: Shawnee Ray, Customer Service (Issue 9)
Employee Spotlight: Stephen Gossett, Legal Services (Issue 12)
Employee Spotlight: Veronica Boulden (Issue 26)
Ethics Committee (Issue 11)
Executive Management Expand Their Public Service and Professional Affiliations (Issue 17)
Fallen Officers of Texas Honored (Issue 27)
Fatality Claims Outreach (Issue 23)
Federal Health Care Reform Team (Issue 18)
Field Office Closing (Issue 21)
Firefighter Fatalities (Issue 22)
Five Years of Dedicated Service (Issue 21)
FY2011 Performance Measures (Issue 23)
HB7 creates OIEC (Issue 1)
Houston Offices Receive SECC Award (Issue 13)
Hurricane Alex (Issue 18)
Hurricane Ike (Issue 11)
Kathryn Harris Joins Board of Directors (Issue 24)
Leadership Conference (Issue 16, 19)
Legal Services Conference (Issue 20)
Legal Services: Training (Issue 6, 7, 8)
Legislative and Regulatory Recommendations (Issue 12)
Legislative Appropriations Request (Issue 3, 12, 19, 27)
Legislative Recommendation Enforced: Peer Reviews (Issue 16)
Legislative Report (Issue 20)
Legislative Update: 80th Session - Bills Passed (Issue 6)
Legislative Update: Bill Summary (Issue 14)
Legislative Update: Bills to Watch (Issue 5)
Letter from the Public Counsel: Advocating for Injured Employees (Issue 22)

Letter from the Public Counsel: Agency Events (Issue 19)
Letter from the Public Counsel: Becoming a Team, Ombudsman Index (Issue 3)
Letter from the Public Counsel: Conferences (Issue 11)
Letter from the Public Counsel: Continual Improvement (Issue 23)
Letter from the Public Counsel: DWC DRO Transfer to OIEC as Ombudsman Associates (Issue 7)
Letter from the Public Counsel: Ethics and Legislative Session (Issue 13)
Letter from the Public Counsel: Fatalities (Issue 17)
Letter from the Public Counsel: Five Year OIEC Anniversary (Issue 21)
Letter from the Public Counsel: GEDP (Issue 4)
Letter from the Public Counsel: Internal Training (Issue 24)
Letter from the Public Counsel: Leadership (Issue 14)
Letter from the Public Counsel: Leadership and Mission Statement (Issue 15)
Letter from the Public Counsel: Legislative Session (Issue 6, 20, 27)
Letter from the Public Counsel: Medical Costs (Issue 26)
Letter from the Public Counsel: New Positions, Management Plan (Issue 8)
Letter from the Public Counsel: Progress Over First Two Years (Issue 9)
Letter from the Public Counsel: Stakeholders (Issue 5)
Letter from the Public Counsel: Statistics (Issue 16)
Letter from the Public Counsel: Survey of Organizational Excellence (Issue 10)
Letter from the Public Counsel: OIEC Creation (Issue 1)
Letter from the Public Counsel: Progress (Issue 2)
Letter from the Public Counsel: Stakeholders (Issue 12, 25)
Letter from the Public Counsel: Sunset and staff (Issue 18)
Members of State Bar College of Texas (Issue 17)
Missouri City Field Office Changes (Issue 19)
Monthly Educational Presentations (Issue 20)
New Deputy Public Counsel (Issue 9)
New Features Launched (Issue 21)
New MACC Chair – Deputy Public Counsel (Issue 11)
OIEC Annual Conference (Issue 22, 26)
OIEC Celebrates Three-Year Anniversary (Issue 13)
OIEC Funding (Issue 20)
OIEC Gives Back: SECC, Hurricane Ike, Helping Hands Home (Issue 12)
OIEC Hosts Open House (Issue 21)
OIEC Leaders Meet (Issue 21)
Ombudsman Experience (Issue 2)
Ombudsman Program: Ombudsman Associates, Medical Dispute Resolution, Training (Issue 8)
Ombudsman Program: Training, Travel, Promotions (Issue 6)
Ombudsman Program: New Ombudsman Associates (Issue 7)
Ombudsman Program: Summary (Issue 1)
Organizational Changes (Issue 9, 19, 24)
Outreach Initiatives (Issue 14)
Outreach Initiatives: Mexican Consulate (Issue 19)

Outreach Initiatives: SIBS/Labor Rights (Issue 15)
Outreach: Fatality Initiative (Issue 11)
Outreach: PSA, Publications (Issue 12)
Performance Measure Results (Issue 19, 21)
Planning for the Future (Issue 21)
Professional Specialty Requirements (Issue 10)
Program Area Updates (Issue 9, 10, 11, 12)
Public Counsel Reappointed (Issue 21)
Public Outreach (Issue 22)
Publication: "Works Wonders" Program (Issue 18)
Publication: Death and Burial Benefits Brochure (Issue 17)
Publication: Employer's Notice of Ombudsman Program (Issue 17)
Publication: Employer's Notification of Ombudsman Program (Issue 5)
Publication: Injured Employee Information Packets (Issue 17)
Publication: Rights and Responsibilities (Issue 2)
Publication: Rights and Responsibilities Revised (Issue 8)
Quality Assurance (Issue 17)
Quarterly Review Paper Copies (Issue 16)
Question of the Quarter: Average Weekly Wage (Issue 23)
Question of the Quarter: Coverage (Issue 19)
Question of the Quarter: Deadlines (Issue 27)
Question of the Quarter: Designated Doctor (Issue 13)
Question of the Quarter: Disability (Issue 24)
Question of the Quarter: DWC Form-069
Question of the Quarter: Early Intervention vs. Case Development (Issue 21)
Question of the Quarter: Extent time limit (Issue 16)
Question of the Quarter: Form DWC41 (Issue 11)
Question of the Quarter: Health care billing (Issue 15)
Question of the Quarter: Impairment Income Benefits
Question of the Quarter: Limit of two Benefit Review Conferences (Issue 12)
Question of the Quarter: Occupational Disease (Issue 25)
Question of the Quarter: Permission to Provide Confidential Information (Issue 9)
Question of the Quarter: Public Speaking (Issue 17)
Question of the Quarter: Return to Work (Issue 22)
Question of the Quarter: Supplemental Income Benefits (Issue 14)
Question of the Quarter: Compensability (Issue 10)
Question of the Quarter: Medical Disputes (Issue 18)
Quick Notes (Issue 24)
Recommendations Adopted (Issue 22)
Regional Staff Attorney News (Issue 5)
Rights and Responsibilities (Issue 24)
Rule Petition Concerns Right to Dispute (Issue 20)
Rules: §276.4 Sick Leave Pool Program (Issue 17)

Rules: §276.6 Notice of Injured Employee Rights and Responsibilities (Issue 17)
Rules: 276.11 (Issue 10)
Rules: 276.3 (Issue 7)
Rules: Development/comments (Issue 2, 3, 4, 17, 27)
Rules: Ethics (Issue 20, 21)
Rules: Inpatient and Outpatient Hospital Fee Guideline rule comments (Issue 3)
Rules: Medical Dispute Resolution (MDR) rule comments (Issue 4)
Rules: Rule 276.1, 276.2, 276.5 (Issue 4)
Rules: Rule 276.10 Ombudsmen Education and Training Program and Private Meetings with Unrepresented Injured Employees (Issue 3)
Rules: Transfer to OIEC/comments (Issue 1)
Senator Van de Putte (Issue 27)
Senior Management Training (Issue 23)
Special Feature: Decline in Workers' Compensation Benefits Increases Burden on Social Security Disability Insurance (Issue 25)
Stakeholder Meeting (Issue 22)
Strategic Plan FY 2007-2011 (Issue 3)
Strategic Plan FY 2009-2013 (Issue 12)
Strategic Plan FY 2012 - 2015 (Issue 18)
Succession Plan Survey (Issue 22)
Sunset Advisory Commission Review (Issue 15, 16, 17, 18)
Survey: 2008 Ombudsman Customer Satisfaction Survey (Issue 10)
Survey: Customer Satisfaction (Issue 13, 18, 19, 20, 23, 26)
Survey: 2010 Employee Engagement Results (Issue 18)
Texas Legislature (Issue 21)
The Faces of OIEC Leadership (Issue 21)
Training: Effectively Questioning Physicians on Medico-Legal Issues (Issue 18)
Training: Electronic Database Searching (Issue 15)
Training: Leadership (27)
Training: Mental Health First Aid (Issue 24)
Training: Ombudsman Assistants (Issue 4)
Training: Ombudsmen (Issue 4)
Utilization Review Advisory Committee (Issue 16)
Website: Enhancement: World Lingo (Issue 16)
Website: Facebook and Twitter (Issue 16)
Website: Improvements (Issue 2)
Website: Launch (Issue 1)
Website: One-Stop Searching (Issue 11)
Website: Statistics (Issue 5, 7)