



GRIEVANCE MECHANISM

Updated December 12, 2024

<p>APPROVED BY Board of Directors</p> <p>December 12, 2024</p>	<p>REVIEWED BY César Cañedo-Argüelles <i>CEO</i></p> <p>December 12, 2024</p>	<p>PREPARED BY Carla Chízar <i>Head of ESG</i></p> <p>December 12, 2024</p>
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I. ABBREVIATIONS AND ACRONYMS

ESG	Environmental, Social and Governance
CEO	Chief Executive Officer
CIFI	Corporación Interamericana para el Financiamiento de Infraestructura and its subsidiaries
ESMS	Environmental and Social Management System
GO	Grievance Officer

II. DEFINITIONS

Acceptance Agreement	Signed document that defines the corrective actions that will address the situations which caused a complaint.
Business days	Working days in the Republic of Panama. Excludes Saturdays, Sundays and holidays or national days.
Case	A case is (a) a request from an applicant, (b) a complaint or claim from a complainant(s), or (c) a proceeding initiated by CIFI under the Grievance Mechanism.
Complainant	A person, group of people, or organization that submits a complaint verbally or in writing to the Grievance Mechanism
Complaint	An expression of dissatisfaction arising from real or perceived problems, usually referring to a specific source of concern and/or seeking a specific resolution. For the purposes of the Grievance Mechanism, actual and perceived impacts are treated equally and given the same due process. The words complaint and grievance are used interchangeably herein.
Complaint resolution	Event in which the corrective actions to address a complaint have been implemented
Compliance evaluation	Initial phase of a compliance review, where CIFI considers whether there is initial evidence that the complainant has been or may be adversely affected by a CIFI-funded project, because of non-compliance with CIFI's ESMS policies or procedures.
Compliance investigation	Second phase of a compliance review, in which the Grievance Mechanism investigates in depth and determines whether the complainant has been or may be adversely affected by a CIFI-funded project because of non-compliance with CIFI ESMS policies or procedures.
Compliance Review	Grievance Mechanism compliance self-assessment carried out by the ESG Unit, which may be conducted when Complaint Resolution is not achieved. The Compliance Review Process evaluates CIFI's performance and adherence to its ESMS, policies or procedures, and is part of the Documentation and Learning step for the Grievance Mechanism.
Executing Entity	An organization that is responsible for implementing Third Party funded projects and programs. Executing entities are responsible for various aspects of project implementation, including planning, procurement, monitoring, reporting, and evaluation. Examples are government agencies, international organizations, non-governmental organizations (NGOs), private sector entities, amongst other.

External Investigation Unit (EIU)	In a grievance mechanism refers to an independent entity or team that is responsible for investigating complaints or grievances that are submitted to the mechanism. This unit operates outside of the organization or institution where the grievance mechanism is implemented, ensuring impartiality and credibility in the investigation process.
ESG Policies and ESMS Procedures	Policies and procedures adopted by a mandate of CIFI's Board of Directors, including environmental and social policies, the Environmental and Social Management System, Gender Equality Policy, Human Rights Statement, among others.
Personal information	Full name, first name, personal identification document, position, relationship, photograph, video or voice recording, which could allow a person to be identified or singled out.
Project	The word 'project' is used generically in this document and means new projects under consideration or in development, operations in an advanced state, and operations in expansion or closure.
Project-level Grievance Mechanism	It is a process for receiving, investigating and responding to questions or complaints from members of a community related to a particular project. It is developed, implemented and managed by the company that operates the project.
Project Developer	In project finance, a project developer is an entity responsible for originating, planning, and executing a specific project funded by the financial institution directly or through the execution of Third-Party Funds.
Repair	To correct or remedy an adverse impact that has been or may be caused by a CIFI-funded project. When it is determined that such a project is not complying with CIFI's ESMS policies and procedures, remediation includes bringing the project into compliance.
Review Committee	Second instance that is available to the complainant for requesting a reassessment of the process followed by the grievance mechanism. The Review Committee determines if the process has adhered to CIFI's procedures and if the resolution requested by the complainant is commercially reasonable, conforms to CIFI policies and good industry practices. The Review Committee issues its conclusions and recommendations, which are communicated to the complainant
Site visit	In-person visit by the Grievance Officer to the location where the situations that gave rise to the complaint occurred.
Third Party Funds	Third-party funds refer to money or assets that are managed or controlled by CIFI on behalf of a third party, who is not directly involved in the management of those funds. These funds could be in the form of investments, or other financial instruments. Examples are Pension funds, trusts, endowment funds, Funds managed by CIFI Asset Management subsidiary.

III. INTRODUCTION

Corporación Interamericana para el Financiamiento de Infraestructura (CIFI)¹ and its subsidiaries are committed to facilitating a fair, independent, efficient and predictable mechanism that addresses complaints from individuals and communities thought to be affected by CIFI funded projects.

This Grievance Mechanism is aimed at the interest groups of the projects financed by CIFI and its subsidiaries and is based on the provisions of its Human Rights Statement; Environment, Social and Governance (ESG) Policy; Procurement Policy and Code of Ethics, as well as on the UN Guiding Principles on Business and Human Rights, the Equator Principles IV and the International Finance Corporation's Performance Standards on Environmental and Social Sustainability.

CIFI always implements this procedure in good faith and with the objective of achieving complaint resolution through dialogue.

The mechanism is available to the public on the CIFI website: <https://www.cifi.com/en/complaints/> and it is regularly disclosed and socialized with all CIFI staff and relevant stakeholders.

IV. SCOPE

The Grievance Mechanism enables CIFI to act as a facilitator in the complaint resolution of the projects it funds, through an independent and fair process initiated by a person or group of persons that are affected or may be affected by the projects financed by CIFI: (a) within two (2) years from the date the complainant became aware of the adverse impacts, (b) within the tenor of the loan, or c) during the implementation phase of a project financed through execution of third party funds.

Complaints raised may include, but are not limited to:

- Matters related to a project that is funded by CIFI or whose last disbursement was made in the last 2 years, or in the case of projects being considered for funding by CIFI through implementation of Funds from third parties.
- Complaints or grievances related to social, environmental, labor issues and allegations of violations of human rights (including the rights of indigenous peoples or vulnerable populations);

The grievance mechanism will not address the following:

- Complaints previously processed through the mechanism, unless justified by new circumstances not present at the time of the initial complaint.
- Complaints deemed to be malicious, fraudulent or generated to obtain a competitive advantage.
- Matters under arbitration or judicial review.
- A grievance or complaint regarding a project in which CIFI had no financial involvement.
- A grievance or complaint regarding matters relating to CIFI's activities which are unconnected to a CIFI funded project, such as matters relating to administration and human resource management.

¹ Including its five subsidiary firms CIFI Panamá SA, CIFI Latam SA, CIFI Services SA, CIFI SEM, SA and CIFI Asset Management Ltd.

- Relating to allegations of prohibited practices that are addressed by other procedures and CIFI units, including the CIFI Compliance and Internal Audit unit, as well as the Conflicts of Interest and Fraud Investigation Policy.

The submission of a complaint does not suspend the execution of a project. At the end of the investigation process, CIFI may determine whether the suspension of pending disbursements and/or the withdrawal of its participation in the financing of the project is pertinent, among the corrective measures. Likewise, CIFI, in its role as facilitator, will not make financial compensation or other cash reparations. In cases of violations to Human Rights, CIFI will use its leverage to stop human rights abuses through various means, leveraging financial power, influence, and networks.

The use of this Grievance Mechanism does not prevent complainants from pursuing other judicial or administrative remedies that might be available under the applicable laws or existing arbitration procedures, as well as other grievance mechanisms that may be available, particularly Grievance Mechanisms of third-party funds.

CIFI receives claims or complaints in all official CIFI languages: Spanish, English and Portuguese. CIFI will use its best efforts to translate complaints received in other languages.

V. PUBLICITY

CIFI will ensure that the grievance mechanism is accessible, clear, and effectively communicated to stakeholders to raise concerns and help address issues in a timely and constructive manner.

To this end, CIFI Grievance Mechanism will be available on the CIFI website: <https://www.cifi.com/en/complaints/>.

Other channels to access the Grievance Mechanism are described below in Section VII.

VI. ROLES & RESPONSABILITES: GRIEVANCE OFFICER

CIFI's Environmental, Social and Governance (ESG) Unit will oversee the implementation of the Grievance Mechanism. The Head of ESG will act as the Grievance Officer (GO), unless this function is delegated by CIFI's CEO to another instance such as the Board of Directors, CIFI staff or an External Investigation Unit (i.e. ad hoc committee of experts).

If a potential conflict of interest between the submitted complaint and the ESG Director is identified, CIFI's CEO will assign a person responsible for managing the complaint to ensure transparency, impartiality and independence in the complaint resolution.

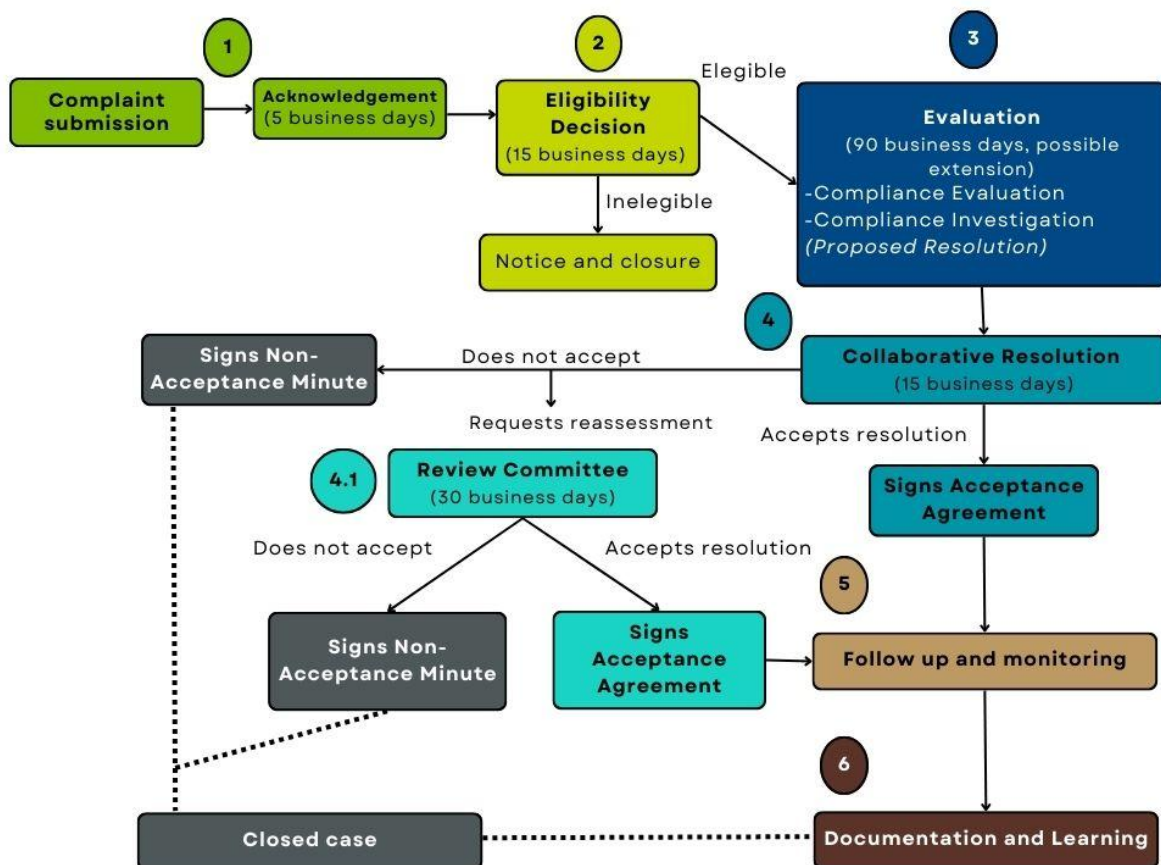
All complaints will be managed by the GO, who will be the focal point of the Grievance Mechanism. The functions and responsibilities of the GO are:

- Manage and operate the Grievance Mechanism.
- Receive complaints, issue a receipt notification and determine their eligibility.
- Ensure the Complaints Database with all complaints received is updated periodically, systematize the results and report them periodically to CIFI's management and/or the Board of Directors as applicable.

- Interact with complainants to understand their concerns.
- Monitor the actions implemented by the Project Developer or Implementing Entity regarding the management of complaints and complaint resolution.
- Resolve complaints accordingly, if feasible.
- According to the complexity of the case, assign the complaint to a member of the CIFI team related to the unit or the issues brought forward; follow up until the case is closed.
- Actively follow up and engage with complainants to ensure complaint resolution occurs in accordance with the Grievance Mechanism's timelines and procedures.
- Conduct an annual Grievance Mechanism training for CIFI staff, clients and business partners.
- Ensure confidential, objective, impartial and equitable treatment of complaints, free of pressure and conflicts of interest.

VII. PROCEDURE

The Grievance Mechanism procedure involves six (6) steps: complaint submission, eligibility, evaluation, collaborative resolution, investigation by the Review Committee, monitoring and documentation and learning. The following flowchart illustrates the simplified procedure for managing complaints:



Each step of the procedure is described below:

1. Step 1: Submission of complaint and acknowledgement

Any interest group of the projects financed by CIFI may access the Grievance Mechanism through the website: <https://www.cifi.com/en/complaints/>

The 3 channels available for submitting complaints are:

- Online form through an independent provider accessible at the CIFI website: <https://cifi.ethicspoint.com/>
- Letter addressed to CIFI to:
Torre MMG, Costa del Este, 13th Floor, Office 13A
Roberto Motta Avenue
Panama, Republic of Panama
- By phone at phone number: +507 839-2508

CIFI has a specialized independent service provider that administer an independent platform to receive, register, process and monitor complaints in accordance with CIFI's established policies and processes related to grievances, risks, claims, whistleblower, and other related matters, including ethics, human resources, and compliance. The platform will channel each type of inquiry to the appropriate officer in charge at CIFI for immediate action. The independent system ensures transparency, accountability, risk management, compliance and record keeping.

Therefore, claims or grievances received by physical letters delivered at our offices or communicated in other ways not listed above shall be redirected to the independent service provider to log and process accordingly.

CIFI provides a form through its website, but there is no specific format for submitting a complaint. However, the complaint must have the following information:

- Complainant's contact information (whether email, postal address or telephone number) where they can be notified of the eligibility and processing of their complaint. The complainant (s) can choose to maintain its identity undisclosed to other parties involved.
- A description of the project, including the name, location and nature (photos, audio or videos may be included).
- A description of what the complainant perceives as a grievance, detailing it as best as possible, and indicating how he/she has been affected by it (photos, audio or videos may be included).
- A description of the actions taken by the project owner to try to resolve the grievance.
- If the complaint is submitted by a representative on behalf of the complainant, a letter signed by the complainant(s) giving their authorization must accompany the complaint.
- The complaint may be submitted in Spanish, English or Portuguese. However, attention to complaints submitted in another language may require additional time due to the need for translation. The GO will notify complainants of any delays due to translations.

Complainants' participation is always voluntary. It is possible for the complainant(s) to withdraw from the process at any stage, if he/she is not satisfied.

The personal information of complainants will not be shared with third parties without their express consent, for security reasons.

Because of the nature of the mechanisms' complaint handling process, CIFI may not be able to fully address and resolve anonymous complaints. When an anonymous complaint is received, the GO will make her/his best efforts

to engage with the complainants to understand the reasons behind the need for anonymity and offer the necessary assurances for them to provide some personal and contact information, which will be handled with confidentiality.

The GO will notify the complainant(s) that it has received the complaint through an acknowledgement within the following five (5) business days. The GO may request additional information, if necessary, without prejudice to the eligibility process. The complainant(s) may be granted a period of ten (10) business days following the acknowledgement to provide additional information.

2. Step 2: Eligibility

The GO will decide on the eligibility of each complaint received within 15 business days after the acknowledgement is issued.

A complaint must meet the following criteria to be eligible:

- Be within the scope identified in Section II described above.
- Be submitted by an individual or group of individuals who believe they are or may be affected by a CIFI-funded project. The complainant(s) may also be represented by an accredited third party through a signed document that authorizes said representation.
- The concerns raised in the complaint must relate to a project that CIFI is funding under the following timeframes: during the tenor of the loan in case of direct financing, or within the implementation phase of an Executing Entity project financed through third party funds administered by CIFI.

The eligibility phase may include virtual or in-person meetings with complainants, CIFI's client, contractors and other related stakeholders as necessary. A communication will be issued to the complainant, informing them that their complaint is eligible to begin the evaluation process and the next phases as well as their duration.

The eligibility decision is procedural and does not constitute a judgment on the merits of the complaint. None of the considerations in the eligibility decision will be interpreted as an assessment of the harms alleged in the complaint or of CIFI's responsibility.

Ineligible complaints will be closed without further action and the complainant will be notified of the decision and its rationale.

If the nature of the complaint has serious legal or reputational implications, the GO will consult with the Legal Counsel, and notify the CIFI Risk Management Committee for follow-up and support in addressing the complaint. If necessary, it can be channeled through other channels or instances such as the Board of Directors.

3. Step 3: Evaluation

Every eligible complaint shall follow the evaluations sequence outlined below:

- **Compliance evaluation:** In this initial stage, CIFI will request information and the background of the case from the client, to gather the actions carried out at the Project-level Grievance Mechanism to address the causes of the complaint and verify whether if its approach is in line with the contractual covenants signed with CIFI. This stage will include meetings with the client, its third parties and supply chain (if applicable). Likewise, an interview will be held with the complainants and supporting information will be requested (if

applicable), that will allow CIFI to have initial elements to discern whether a breach of the client's ESG commitments has occurred.

- **Compliance investigation:** In this second stage, CIFI will carry out an in-depth investigation based on the information gathered and may visit the project facilities and meet with the complainants to collect information to determine whether: i) the measures proposed by the client are adequate and fair for the complaint resolution; ii) the client breached contractual requirements and the complainant has been or may be adversely affected by the client's project; iii) the measures implemented by the client are insufficient to address the negative effects of the project.

In some cases, CIFI may hire independent experts who will issue a technical opinion regarding the project's potential negative impacts and the measures to address them, following good industry practices. The evaluation phase will foster dialogue with the complainants to identify consensual resolutions to their complaint.

For complex cases that could be related to indigenous peoples, biodiversity or others determined by CIFI, CIFI will consider hiring an independent expert to carry out an in-depth evaluation of the case, with the purpose of issuing a technical opinion to further inform a decision regarding the complaint resolution.

CIFI will issue its conclusions and the recommendations to be implemented, which will be reviewed with the client and shared to the complainant to be agreed upon during the Collaborative Resolution phase.

The evaluation phase will be carried out in a period of up to 90 business days; if a longer period is required, CIFI will inform the complainant of the reasons for the extension, and an estimated date of completion.

4. Step 4: Collaborative Resolution

CIFI will share the proposed resolution to the complainant to be agreed upon in meetings in which a representative of CIFI, the client and the complainant will participate as required; if there were an independent expert and it were necessary, he/she will also participate. The meetings will be held within 15 business days after notification to the complainant of the proposed solution measures. As a result of the meetings, an Acceptance Agreement between CIFI's representative, the client and the complainant will be signed (Annex 2), approving the proposed resolution and its implementation schedule, to be carried out until the case is closed.

If the complainant does not accept the proposed resolution, a Non-Agreement Minute will be signed (Annex 3) detailing the reasons for non-acceptance; CIFI's representative will inform the complainant that they will have the option of requesting a reassessment before the Review Committee.

5. Step 5: Reassessment by the Review Committee

In cases where the complainant does not accept the proposed resolution, he or she will have seven (7) business days following the signing of the Non-Agreement Minute to request the reassessment of his or her case before CIFI's Review Committee.

The Review Committee will be made up of two (2) CIFI directors not previously involved in the evaluation of the complainant, selected by the Chief Executive Officer and, if necessary, will have the support of an independent expert² (external to CIFI).

CIFI will share with the complainants the terms of reference and the shortlist of experts invited to participate as an independent expert; if requested by the complainants, CIFI will arrange a meeting with the experts to present their technical credentials and professional experience. The comments and concerns of complainants may be considered by CIFI when choosing the independent expert.

The Review Committee will reassess the process followed by the grievance mechanism to determine, within a period of 30 business days, if the process adheres to CIFI's procedures and if the resolution requested by the complainant is commercially reasonable, conforms to CIFI policies and good industry practices. At the end of this period the Review Committee will issue its conclusions and recommendations, which will be communicated to the complainant for subscribing to an Acceptance Agreement conforming to the proposed measures, or a Non-Agreement Minute. Following a Non-Agreement Minute, the case will be closed and documented.

Once the Acceptance Agreement is signed, CIFI will begin negotiations with the client's representative to follow up and monitor the implementation of the proposed measures.

Once the Review Committee phase has concluded, available recourse within CIFI has exhausted. However, the complainant may turn to other available instances outside CIFI to safeguard their interests.

6. Step 6: Follow-up and monitoring

Five (5) business days after signing the Acceptance Agreement, CIFI will validate the implementation schedule with the client and complainant. CIFI will monitor its compliance through information reviews, photographic records, visits to the project and interviews with the complainants.

Within seven (7) business days after the implementation of the proposed measure, CIFI and the complainant(s) will sign the Closure Minute (Annex 5); by signing this document, CIFI will close the case and document the results.

7. Step 7: Documentation and Learning

All complaints received will be registered in CIFI's Complaints Database³ regardless of whether they are eligible or not. CIFI will contract an experienced third party to provide independent record keeping services and act as a process administrator to maintain the Database and register of the complaints received. CIFI will use the register's information to improve its internal processes and policies, as well as to internally share lessons learned and to prevent future risks.

Each complaint considered eligible will result in a case being opened in the Complaints Database, which will store all information and communications shared with interested parties from the opening of the case to its closure. Depending on the type of claim and its outcome, CIFI may use such cases for learning purposes during training exercises.

² The independent expert will have no direct business relationship with CIFI, the Complainant or the Project.

³ Including the number of complaints, issues raised, locations, countries and clients involved, actions taken, average resolution time, involved costs, involved units, among others.

Cases concluding without Complaint Resolution and with a Non-Acceptance Minute may be subject to a Compliance Review conducted by the ESG Unit as a self-assessment practice, to evaluate the performance and adherence to CIFI's ESMS, policies and commitments. The Compliance Review will be carried out within a reasonable timeline not exceeding twelve (12) months.

The information generated through the cases will be stored by CIFI for up to five (5) years after the closing of the loan and will be subject to CIFI's periodical audit procedures.

VIII. TRAINING

The ESG Unit will conduct periodic training for all CIFI staff on the Grievance Mechanism, including case analysis. In addition, a Grievance Mechanism induction will be included for all new employees and contractors as applicable.

IX. Information and internal and external disclosure

Updates and/or modifications to CIFI's Grievance Mechanism will be communicated to all the staff, contractors, clients, business partners, other interested parties and the public.

This Grievance Mechanism will be made available to the public and translated into the main languages of those countries where CIFI invests (i.e. Spanish and Portuguese).

If it deems it appropriate, CIFI may disclose data collected by the GO through its Annual ESG Reports, but only in the form of statistics and without revealing confidential data, personal information or case-specific information.

When CIFI is executing monies from Third Party sources, such as Funds, the disclosure of grievances, including steps, progress and results will be publicly available in the CIFI Website. A minimum of the following will be disclosed: Project name, date of complaint, project description, synopsis of the case and status.

Effective date	Version number	Nature of revision	Revised Sections	Reviewed by	Approved by
Unknown	01	First version	N/A	CEO	Board of Directors
December 12, 2024	02	Unknown	Unknown	CEO	Board of Directors

ANNEX I

Complaints database

Attached separately in an MS Excel file.

Cifi External Grievances Register																				
Last updated																				
</																				

ANNEX II

Form - Acceptance Agreement conforming to the proposed measure(s)

Agreement with the proposed measure(s) for the project _____

Complaint filed by: _____

Complaint subject: _____

Category⁴: _____

Project Location: District _____ Province _____ Region _____ Country _____

Being _____ hours of the day ____ of _____ of the 20____, in _____ the following persons met:

No.	Name and surname	Post	Acting on behalf of the Organization	Identity document number	Contact phone/email
1.					

Indicate their agreement with the following proposed measures to resolve the complaint, consisting of:

- _____
- _____
- _____
- _____

It was agreed that the measures will be implemented within a period of _____, beginning on the day this Agreement is signed. CIFI will monitor compliance with the Agreement.

The complainant will allow the above-mentioned measures to be implemented. At the end of the implementation, a recognition visit will be carried out to ensure complaint resolution; conformity with its findings will be followed by the signing of a Closure Minute.

Agreed to by: _____

⁴ Labor, Community health and safety, environmental, social, indigenous peoples

ANNEX III

Form - Non-Agreement Minute

Non-Agreement with the proposed project measure _____

Complaint filed by: _____

Complaint subject: _____

Category⁵: _____

Project Location: District _____ Province _____ Region _____ Country _____

Being _____ hours of the day ____ of _____ of the 20____, in _____ the following met:

No.	Name and surname	Post	Acting on behalf of the Organization	Identity document number	Contact phone/email
1.					

To review the proposed measures to resolve the complaint, consisting of:

- _____
- _____
- _____
- _____

By the end of the meeting, the undersigned indicate that they do not agree with the proposed measures for the following reasons:

- _____
- _____
- _____
- _____

Will request a reassessment by CIFI's Review Committee (mark with X): YES _____ NO _____

Manifesting their non-conformity, signed by:

⁵ Labor, Community health and safety, environmental, social, indigenous peoples

ANNEX IV

Form – Closure Minute

Complaint closure minute for project _____

Complaint filed by: _____

Complaint Subject: _____

Category ⁶: _____

Project Location: District _____ Province _____ Region _____ Country _____

Being _____ hours of the day ____ of _____ of the 20____, in _____ the following met:

No.	Name and surname	Post	Acting on behalf of the Organization	Identity document number	Contact phone/email
1.					

To indicate their agreement with the implemented measures consisting of:

- _____
- _____
- _____
- _____

Which are appropriate and timely to address the filed complaint, hereby sign this Closure Minute in acceptance.

Signature

Name

ID

⁶ Labor, Community health and safety, environmental, social, indigenous peoples

ANNEX V

Grievance Register

Form version:

Last Update:

Complaint registration	Identification number	
	Reception date	
Location	Country	
	Department / Province / District / Community	
	City	
Project	Client	
	Project	
	Project phase	
Received by	Surname, First name	
	Position	
Complainant contact information	Name of the person or group filing the complaint	
	Address	
	Email	
	Phone	
Complaint details	Reception channel	Phone <input type="checkbox"/> Letter <input type="checkbox"/> Meeting <input type="checkbox"/> Email <input type="checkbox"/>
	Description of the complaint or problem reported	
	Category	Labor <input type="checkbox"/> Health & Safety <input type="checkbox"/> Environmental <input type="checkbox"/> Social <input type="checkbox"/> Human Rights <input type="checkbox"/> Indigenous Peoples <input type="checkbox"/> Other (specify): _____

	Recipient	CIFI Client <input type="checkbox"/>
	Actions taken	
	Assigned resources	
	Assigned responsibilities	
	State	Accepted <input type="checkbox"/> In progress <input type="checkbox"/> Closed <input type="checkbox"/>
	Result	Favorable <input type="checkbox"/> Unfavorable <input type="checkbox"/>
	Closing date	
	Days since receipt	
	Comments	