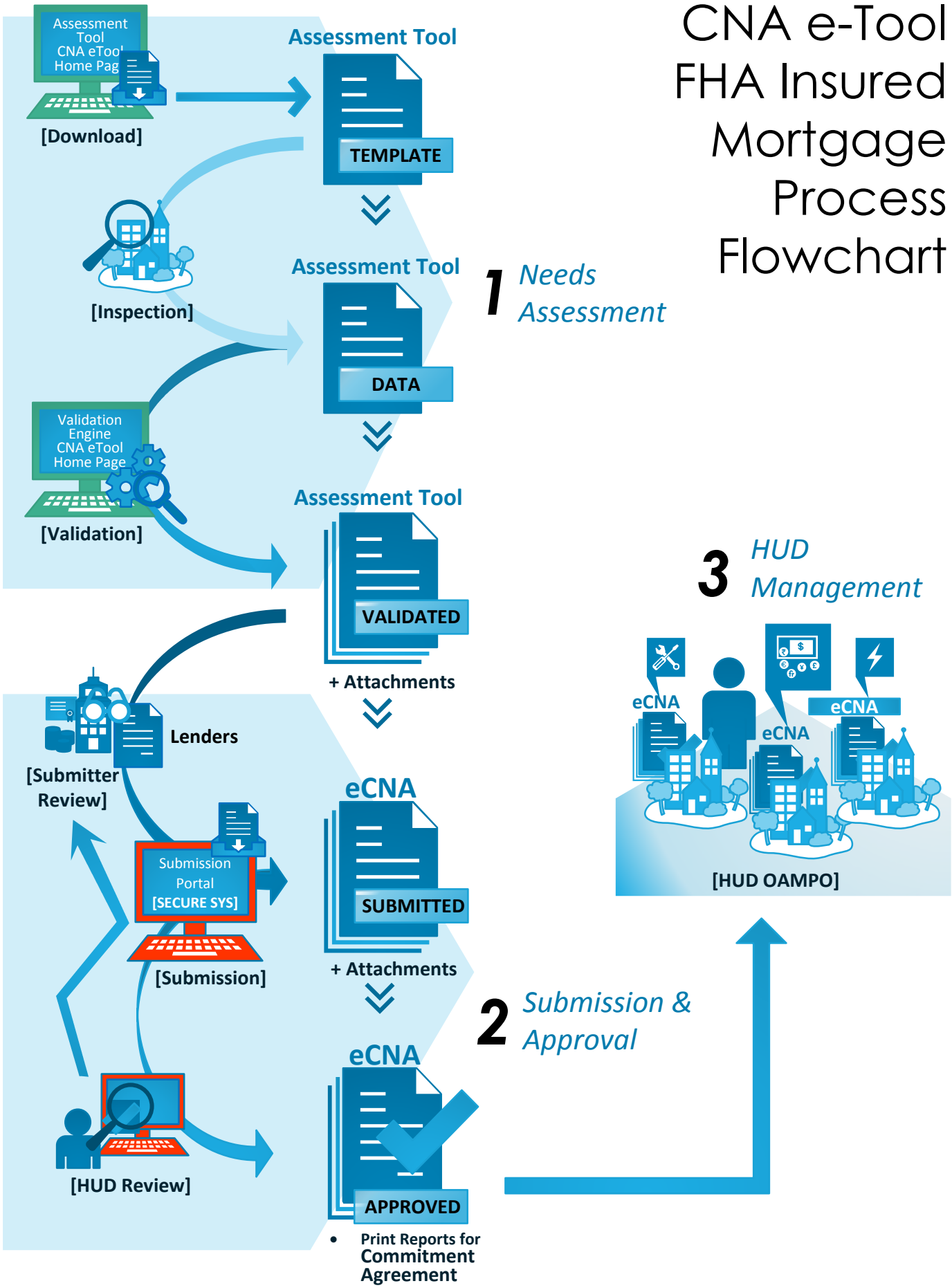CNA e-Tool FHA Insured Mortgage Process Flowchart