

---

# **ALTERNATIVE DISPUTE RESOLUTION**

---

---

**ACADEMY**

---

---

# **CERTIFICATE OF COMPLETION**

---

---

Is *Awarded To*

---

---

Melissa Diaz

---

---

For Course

---

---

## Addressing Customers of Different Cultures (.5 CME)

---

---

Guno Ritfeld, JD

---



---

Certificate

3656-13332-2686

---

---

January 18, 2020

---