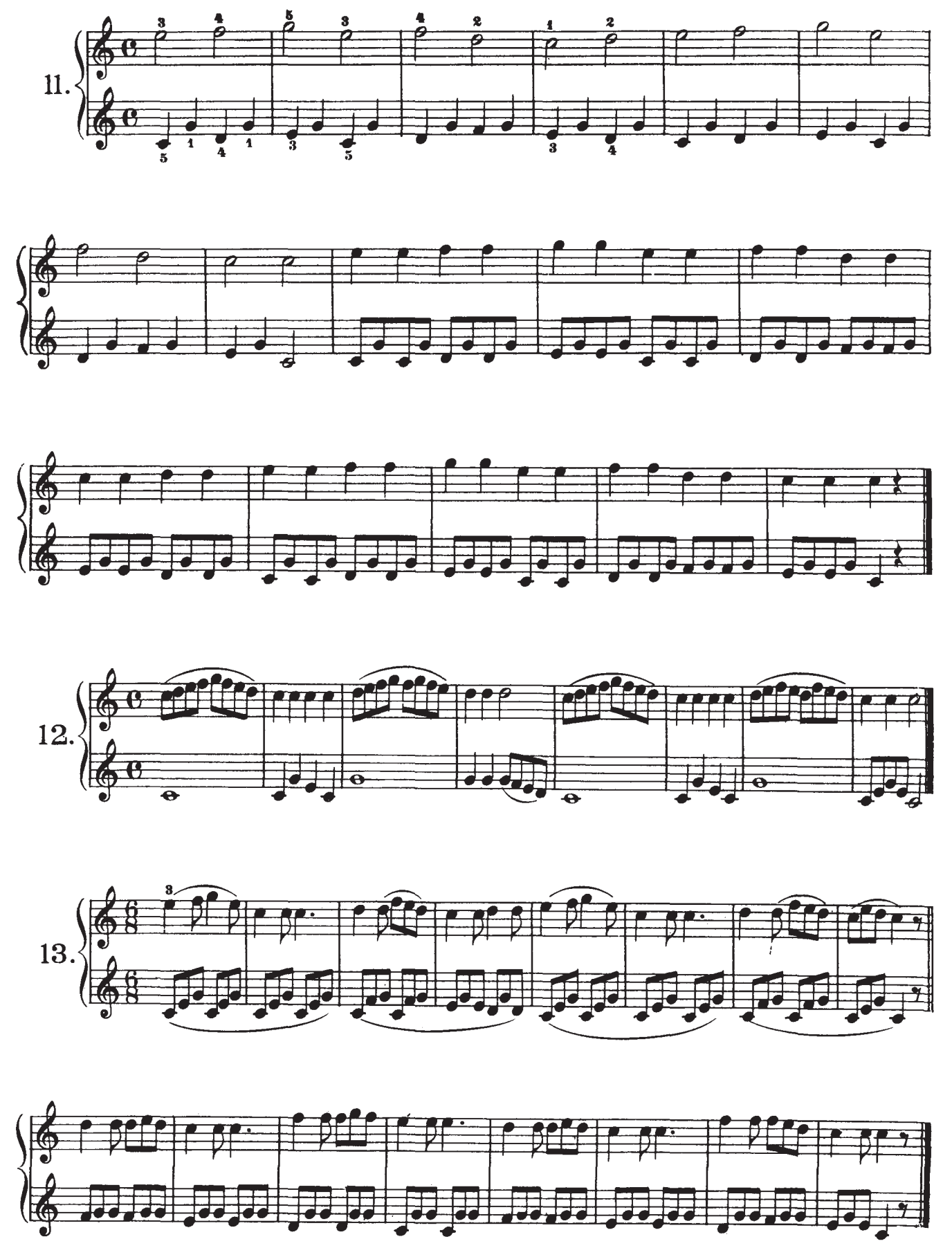

11.
12.
13.