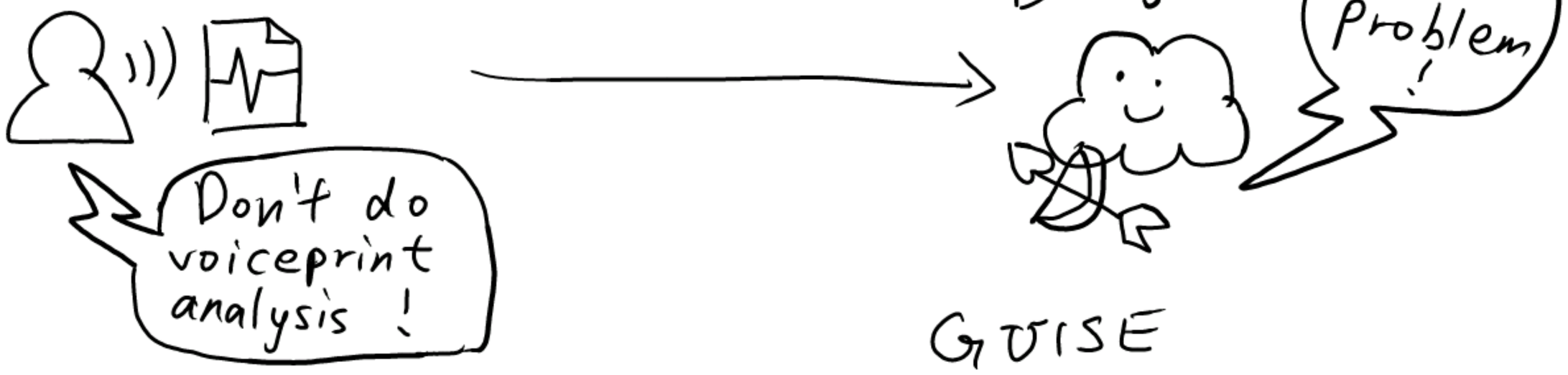
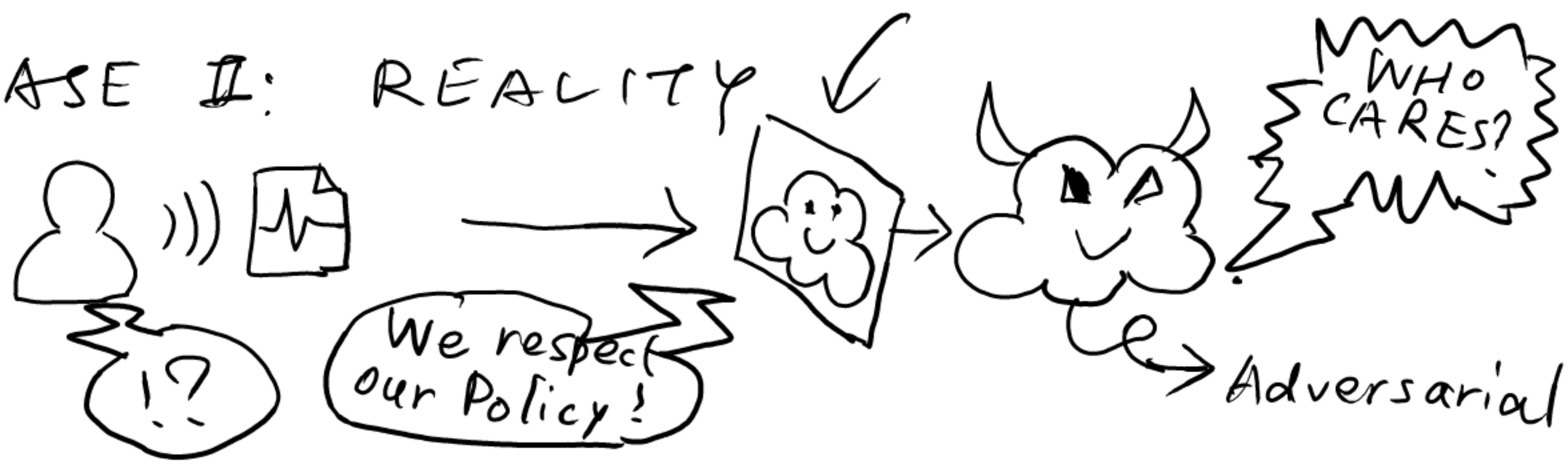
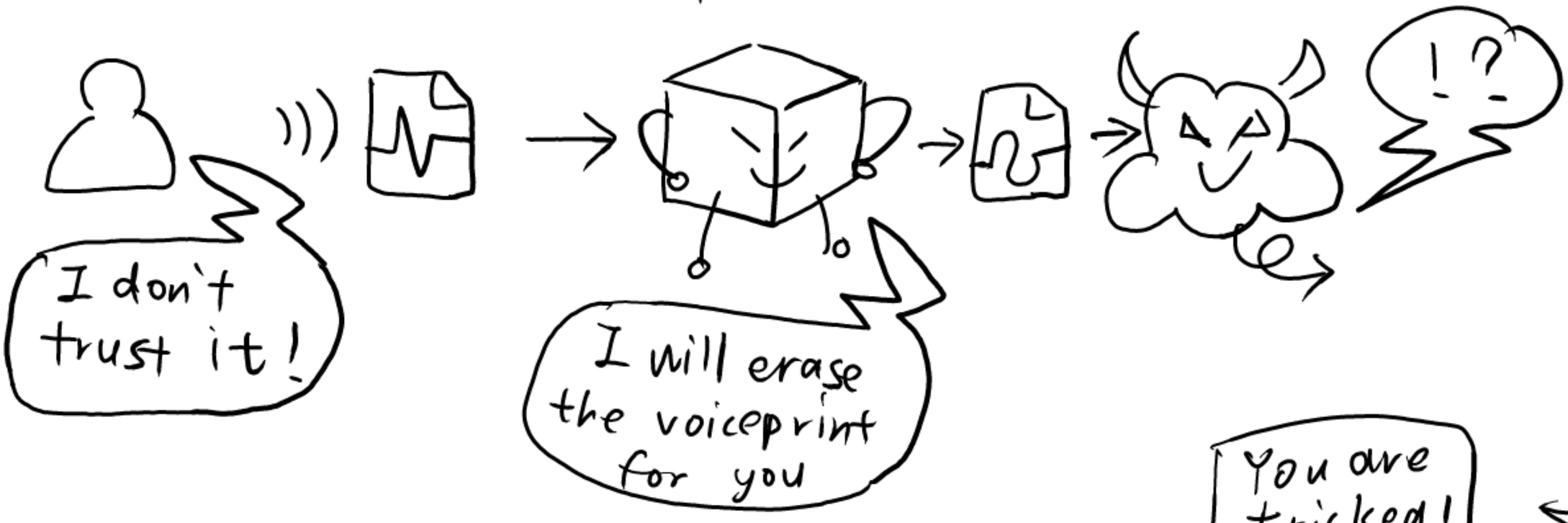
CASE I : IDEALIZED



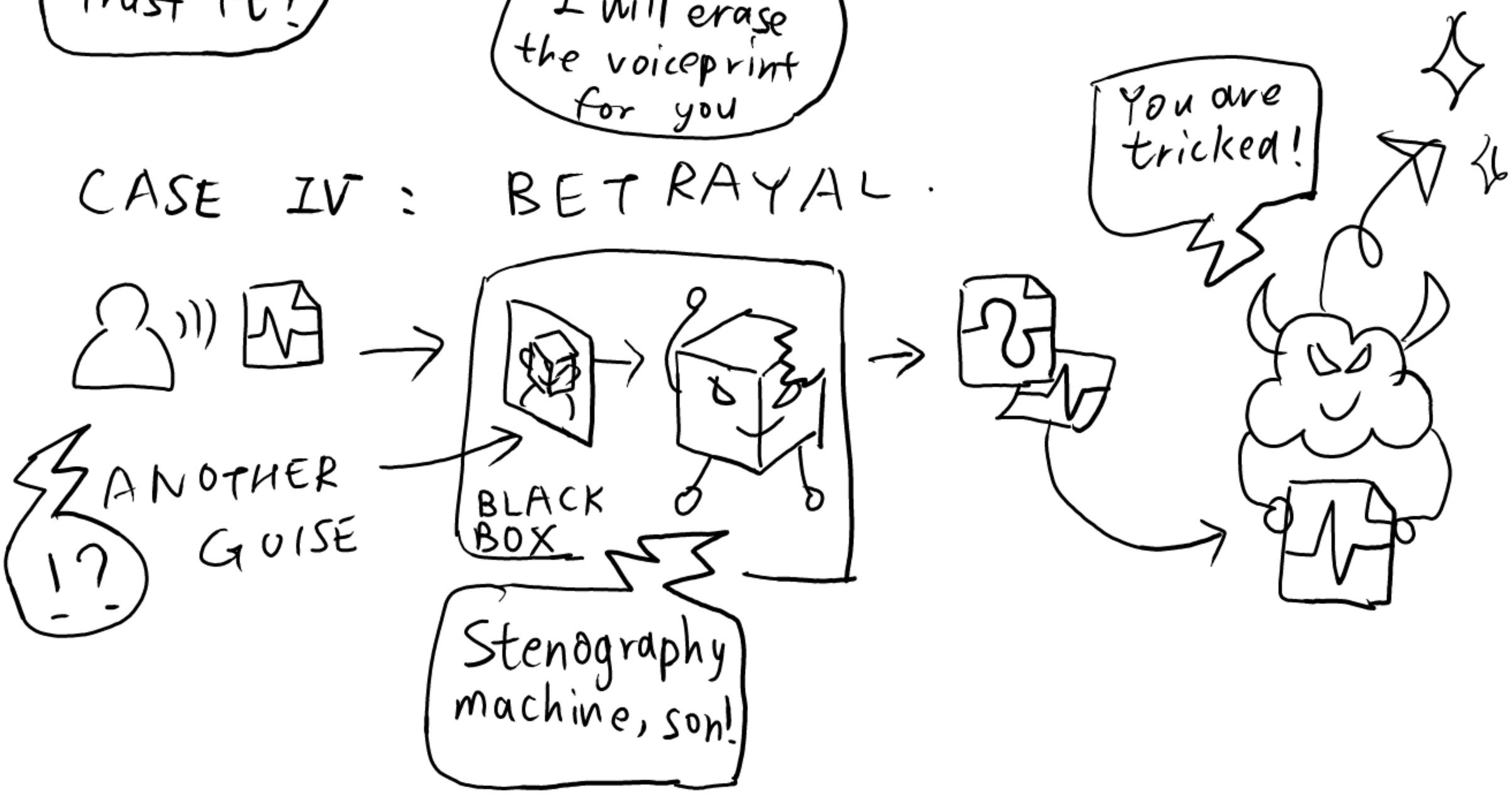
CASE II: REALITY



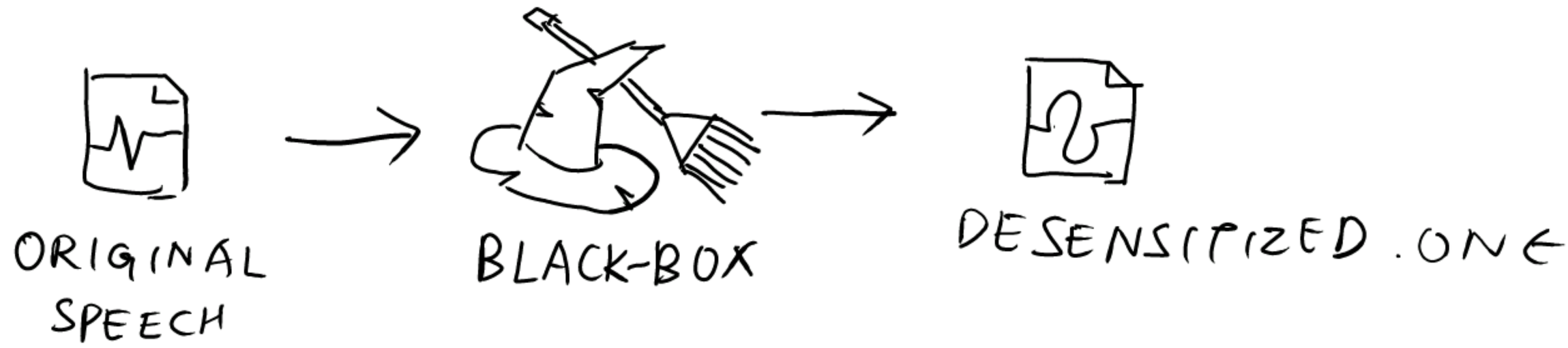
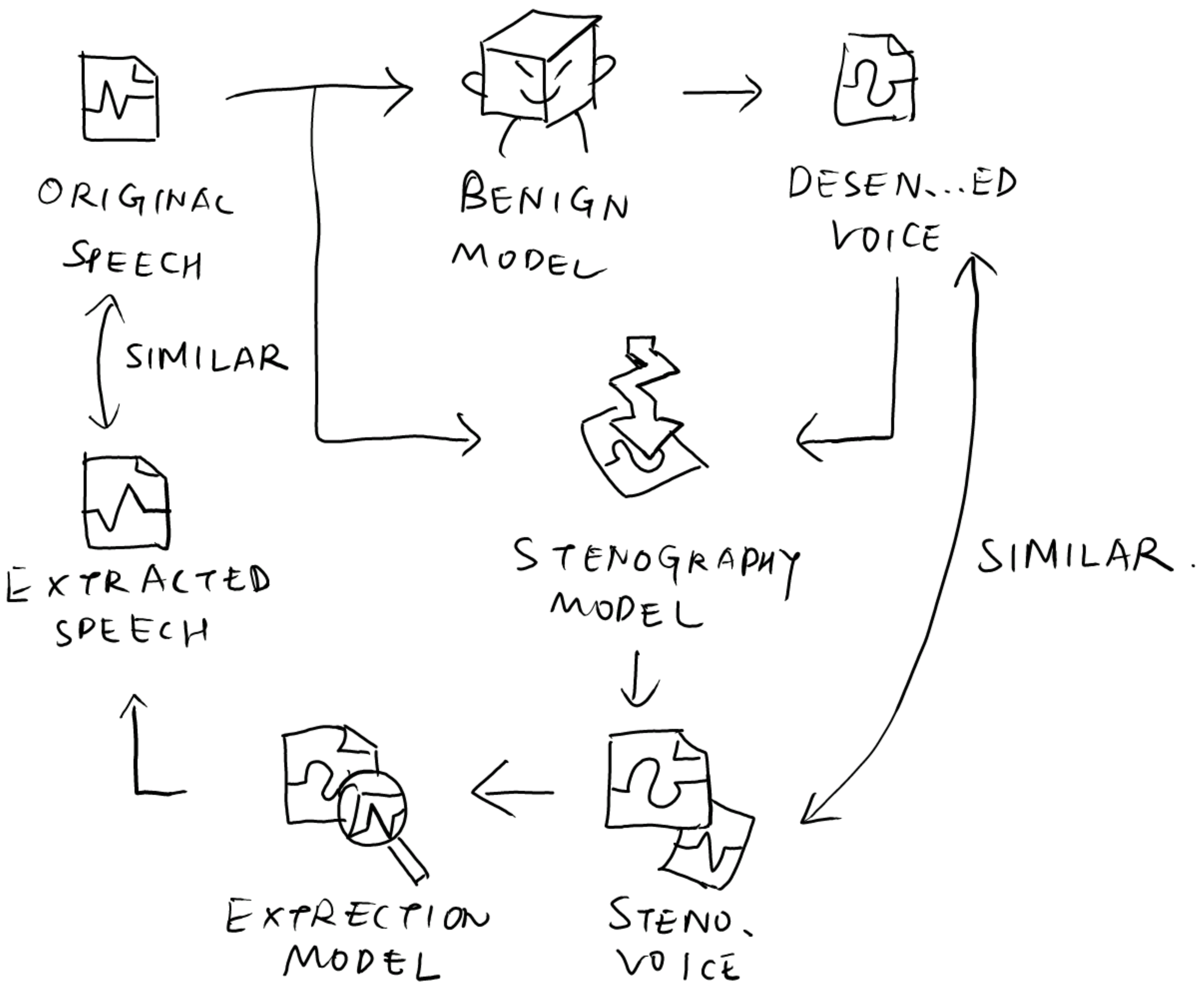
CASE III : MITIGATION



CASE IV : BETRAYAL.



WHAT OUR POOR USERS SEE:



WHAT THINGS ACTUALLY ARE: