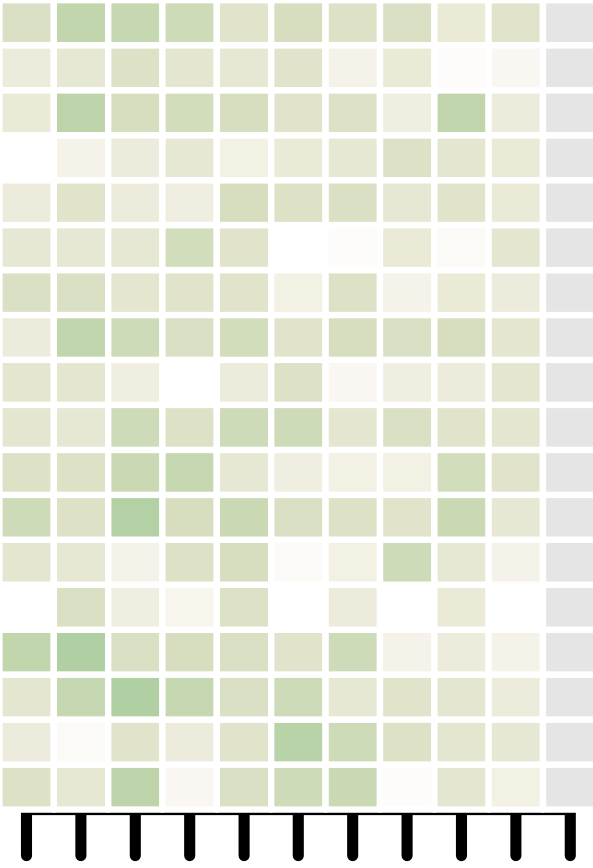14–20