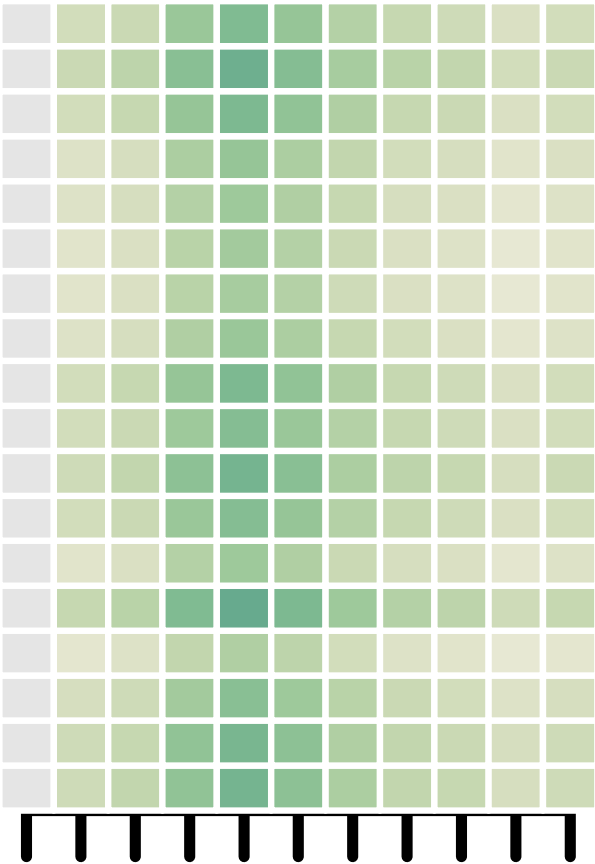11–16