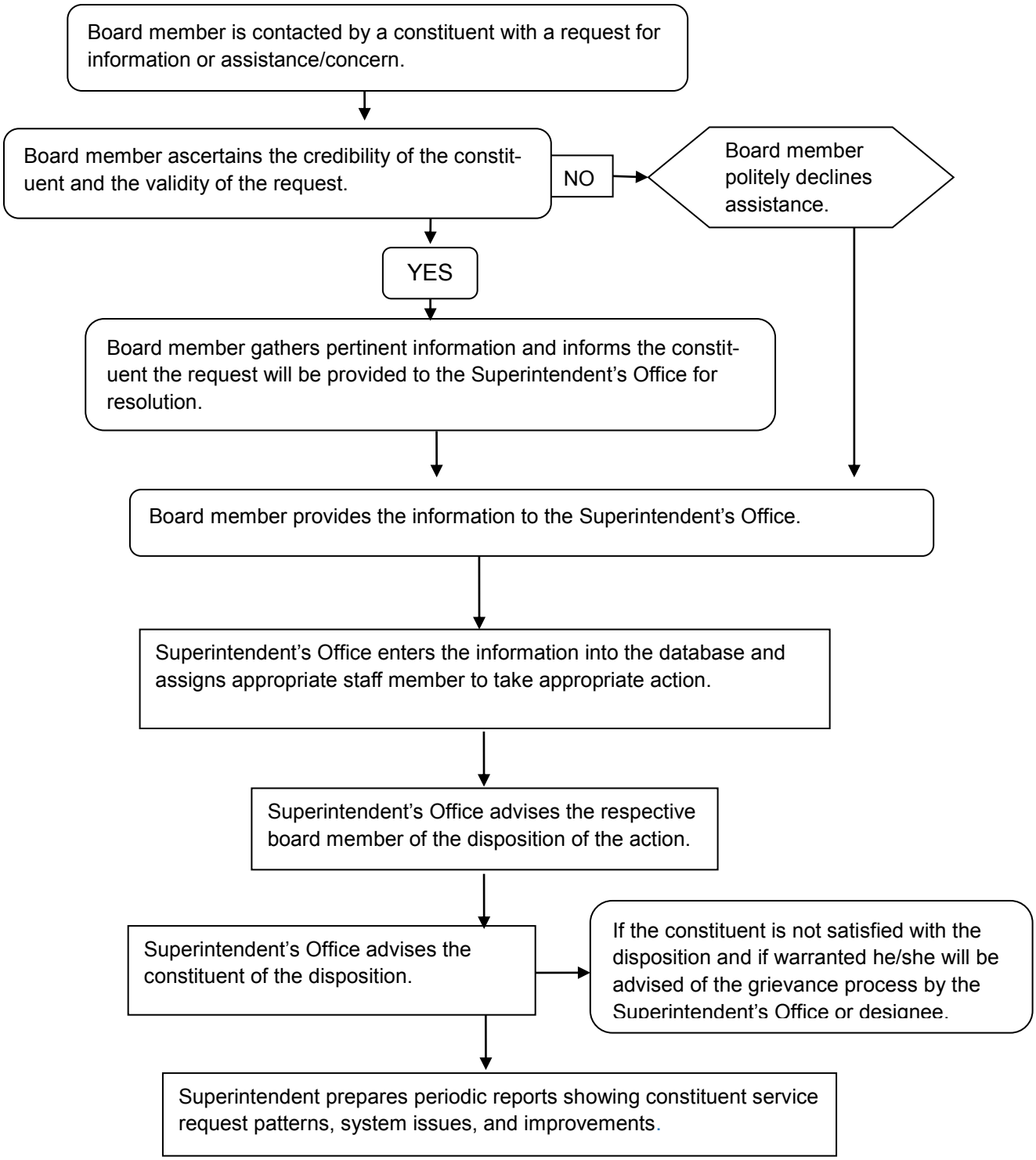REQUEST FOR INFORMATION OR FOR ASSISTANCE/CONCERN