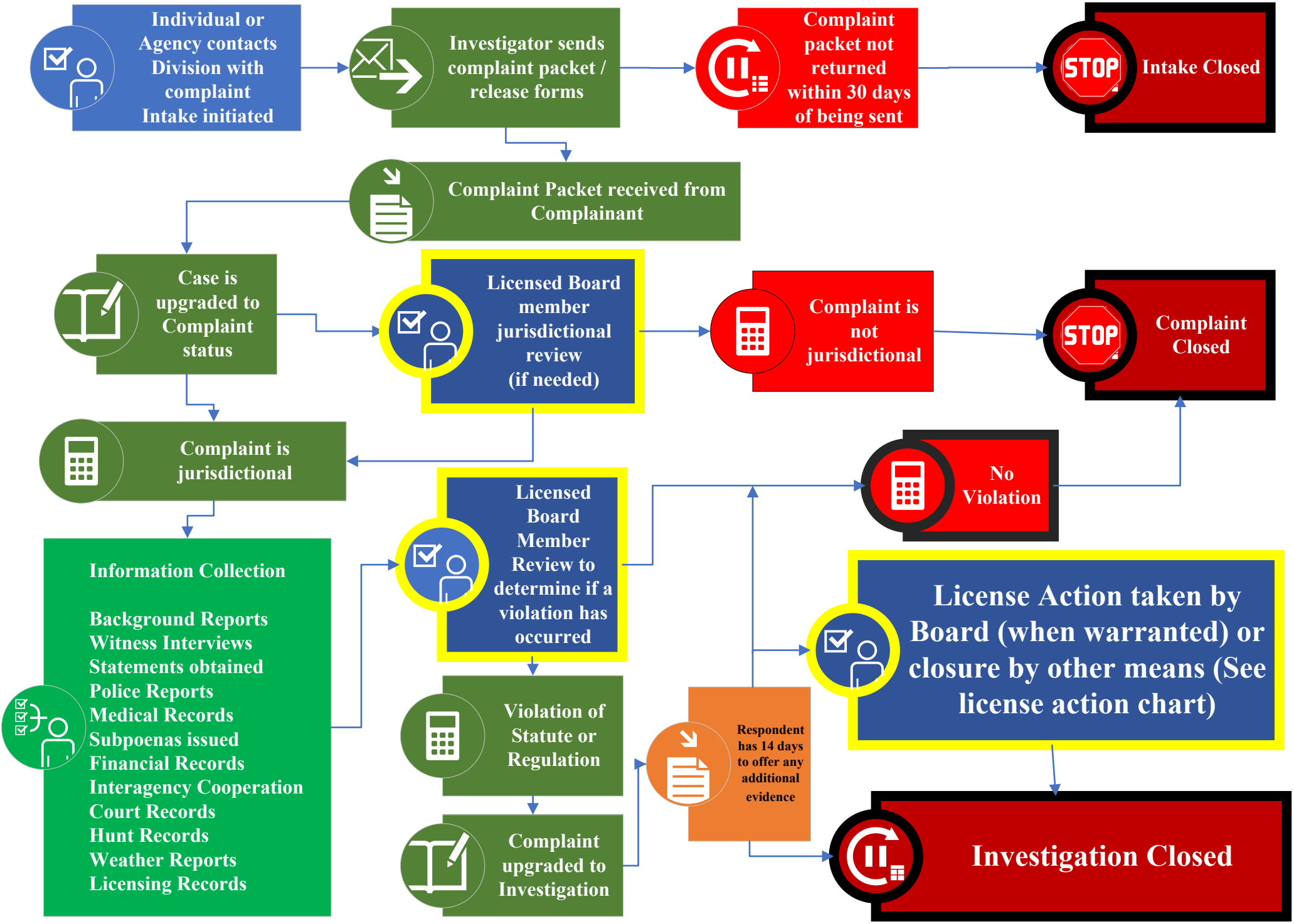INVESTIGATIVE PROCESS