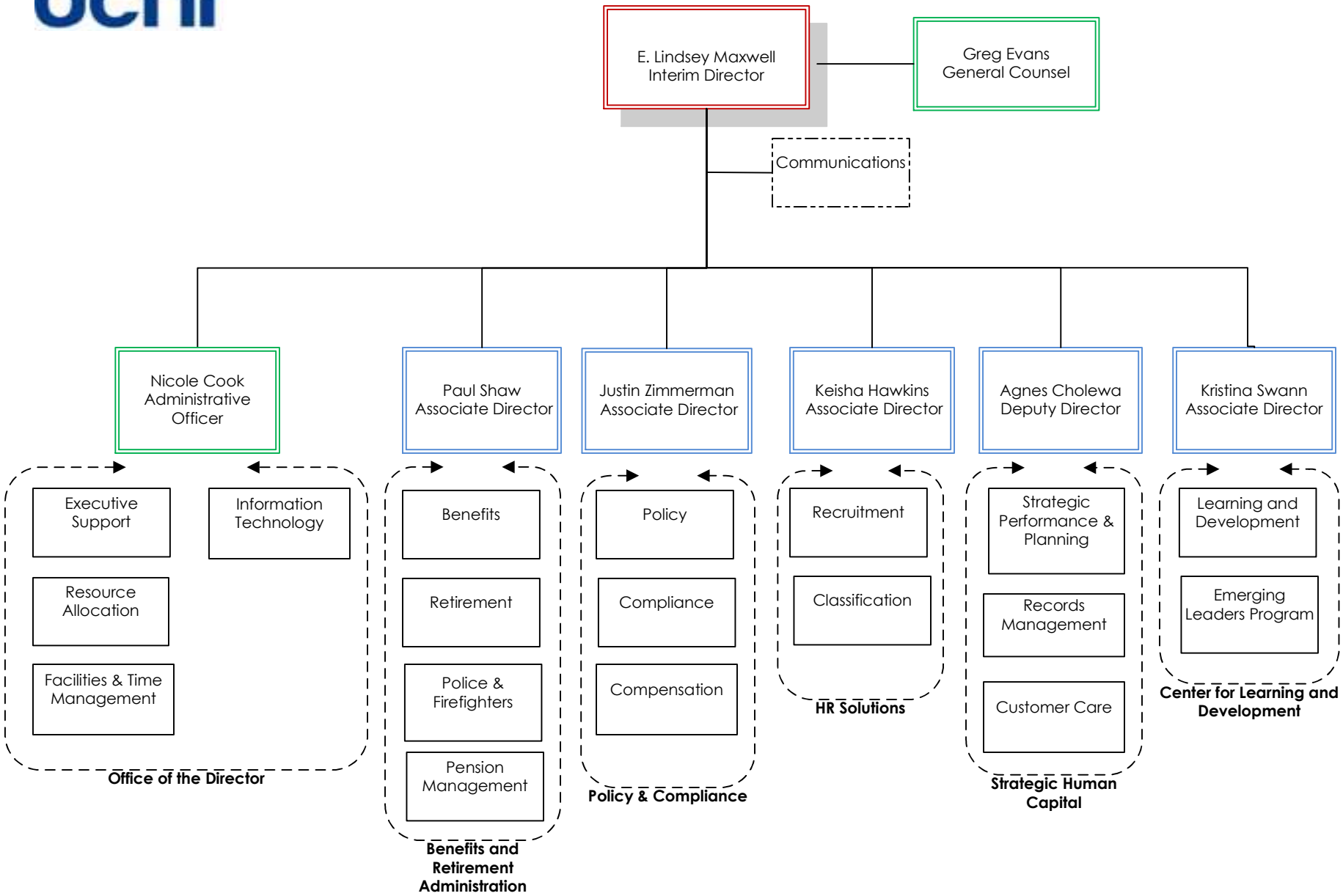AGENCY STRUCTURE