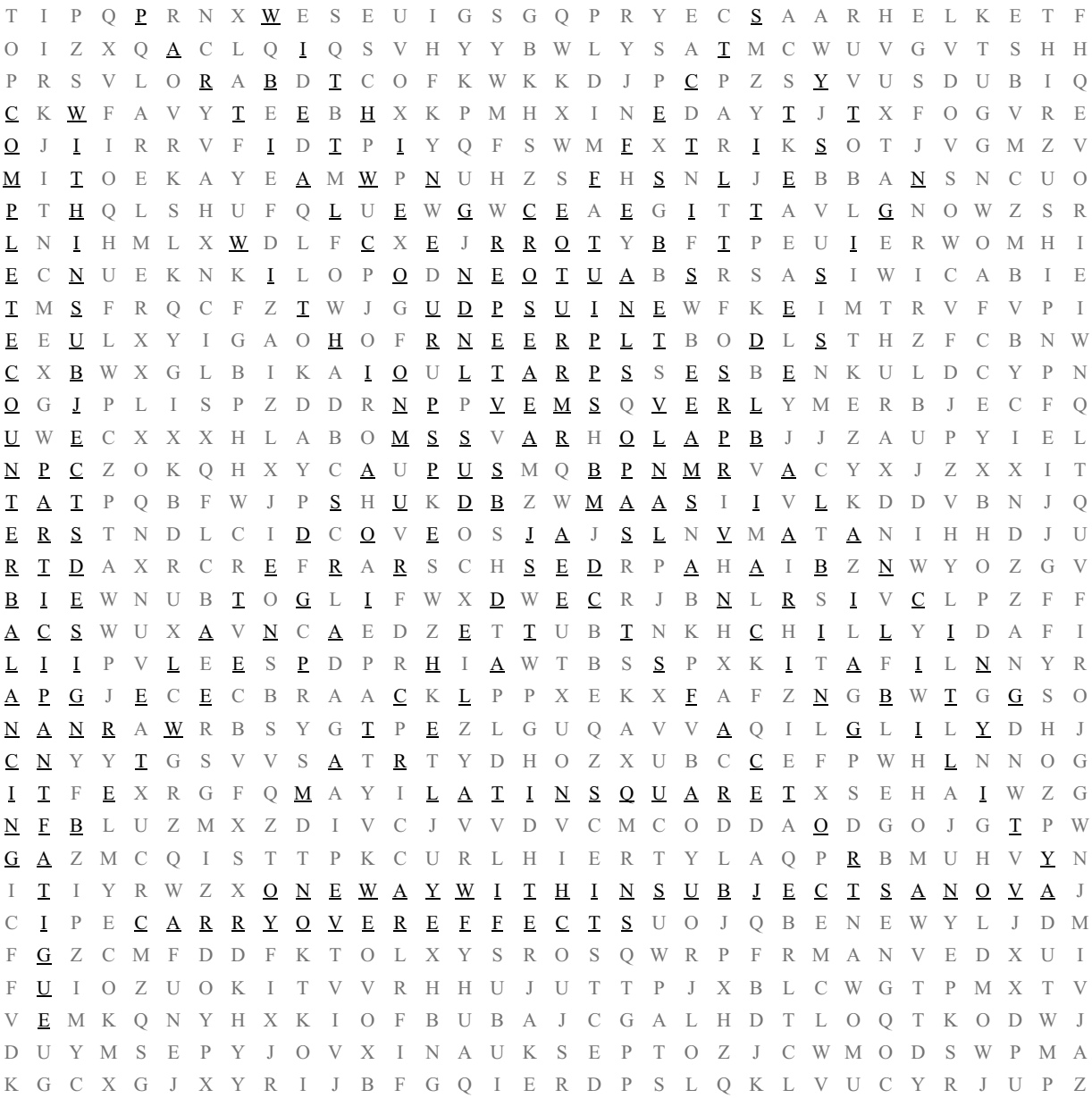Chapter 11