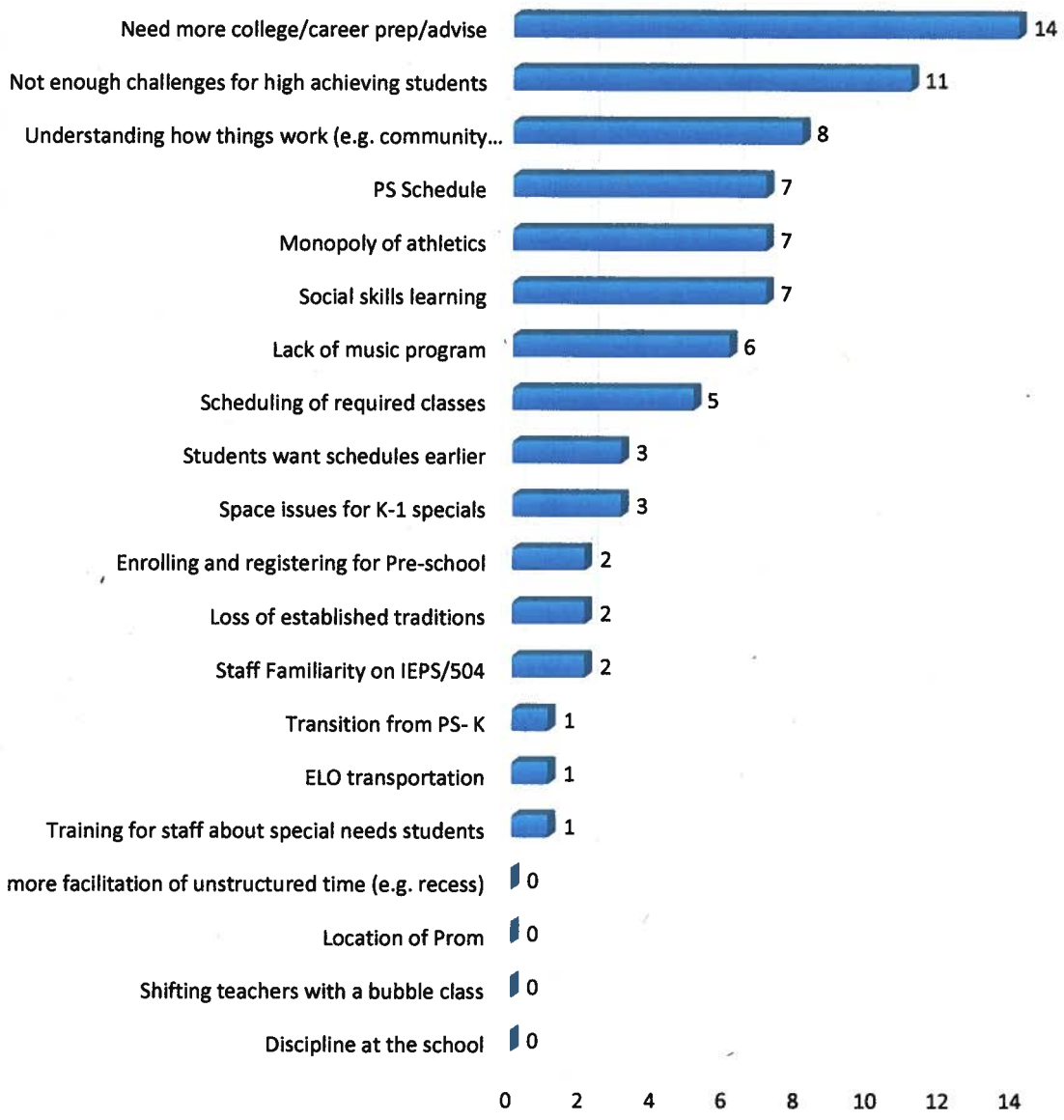CONCERNS /FRUSTRATIONS