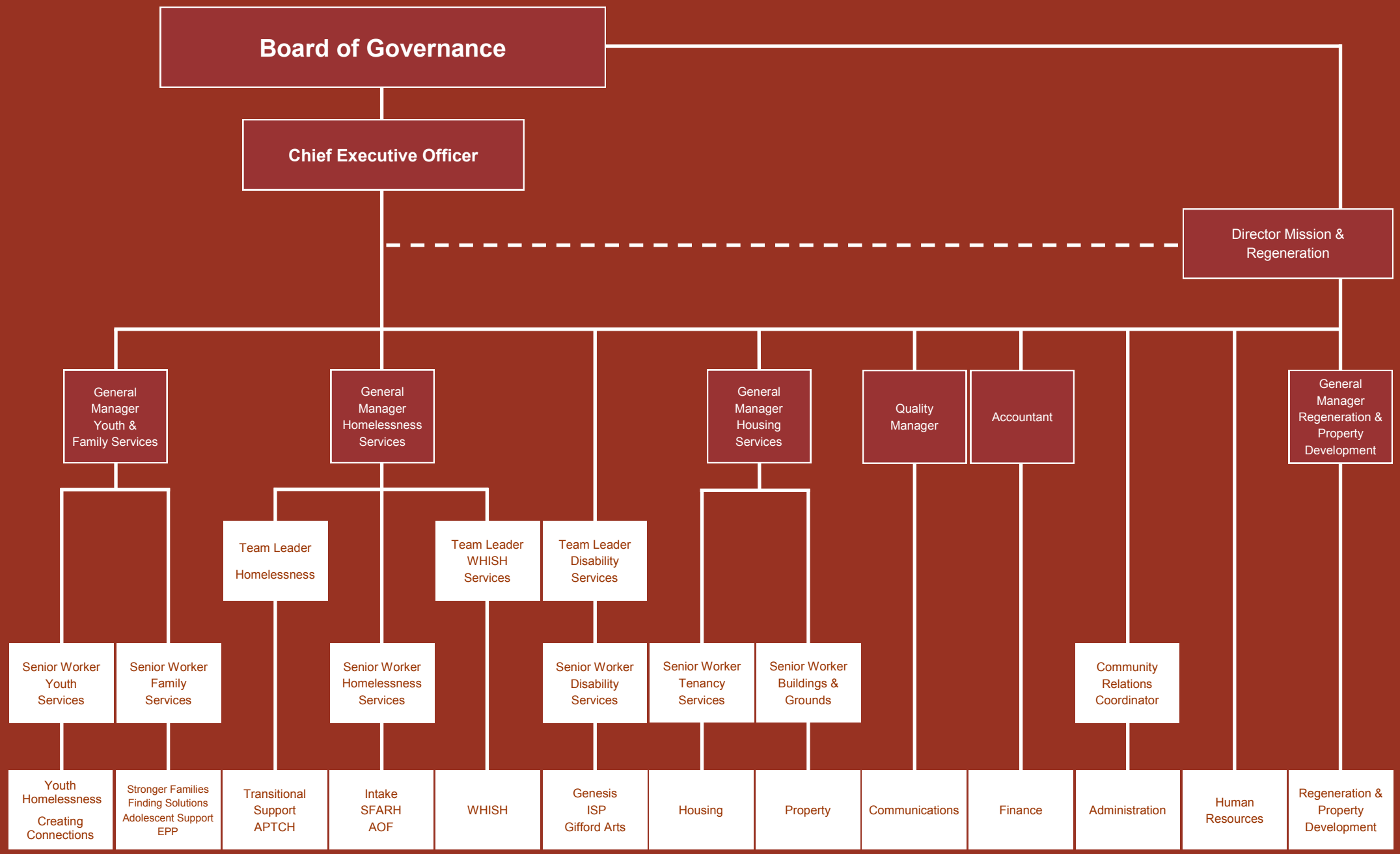Agency Structure