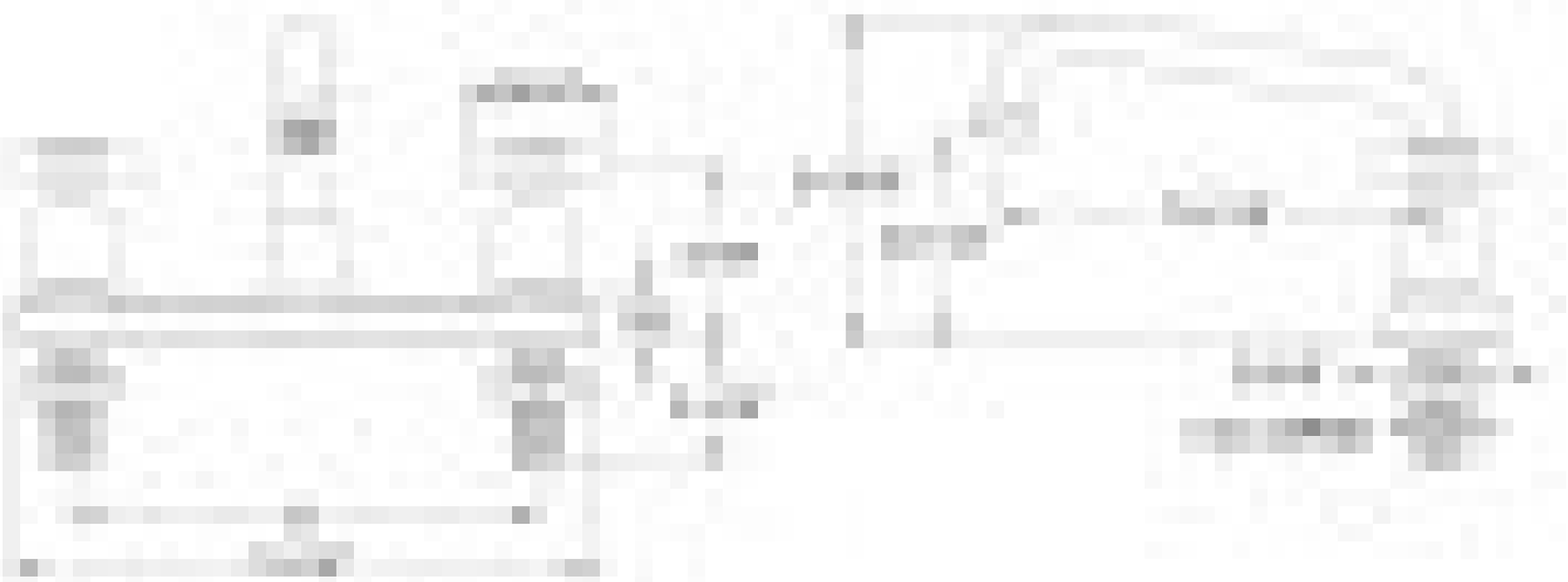FAQ & Q&A