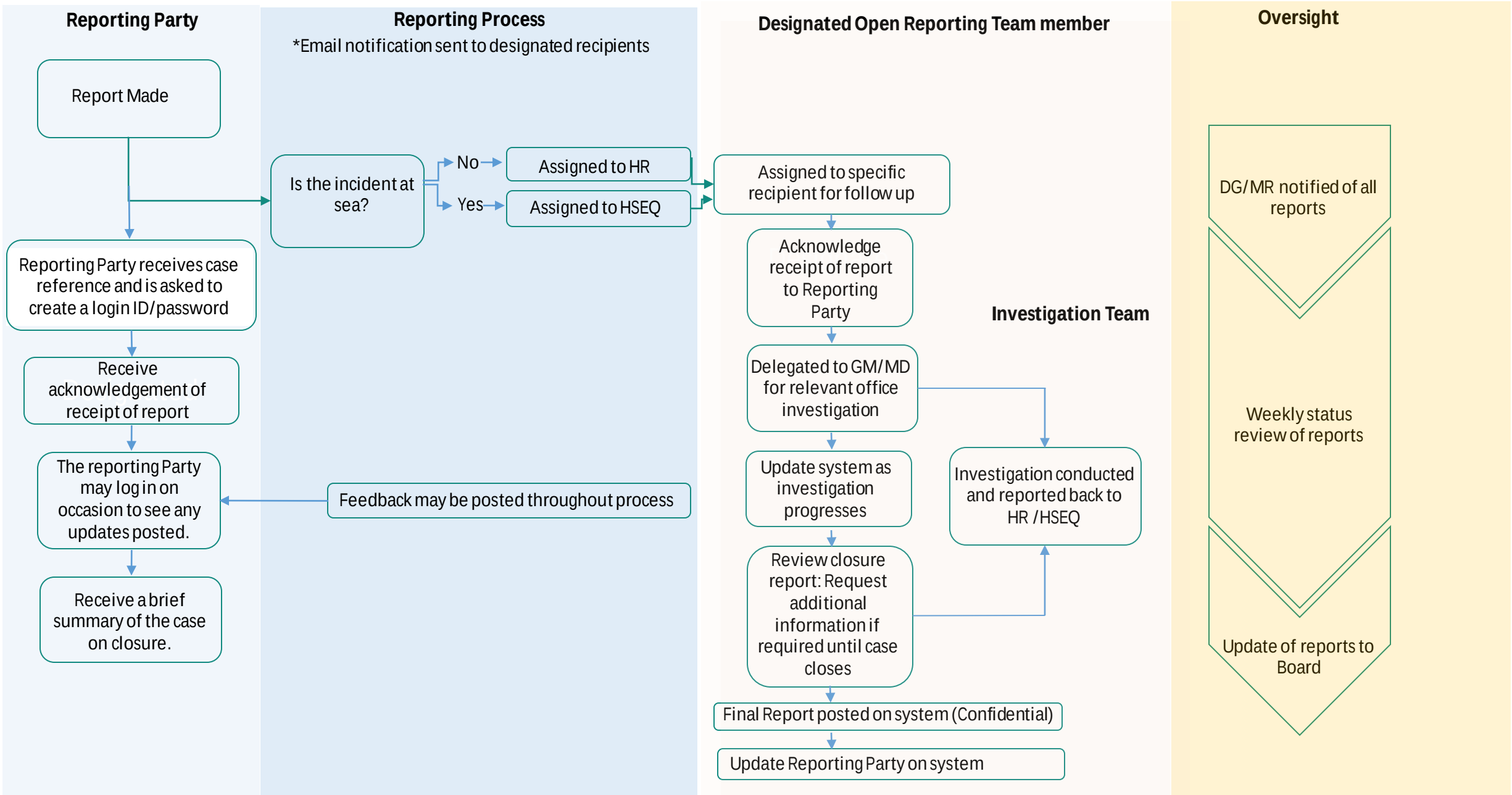Speak Up Process