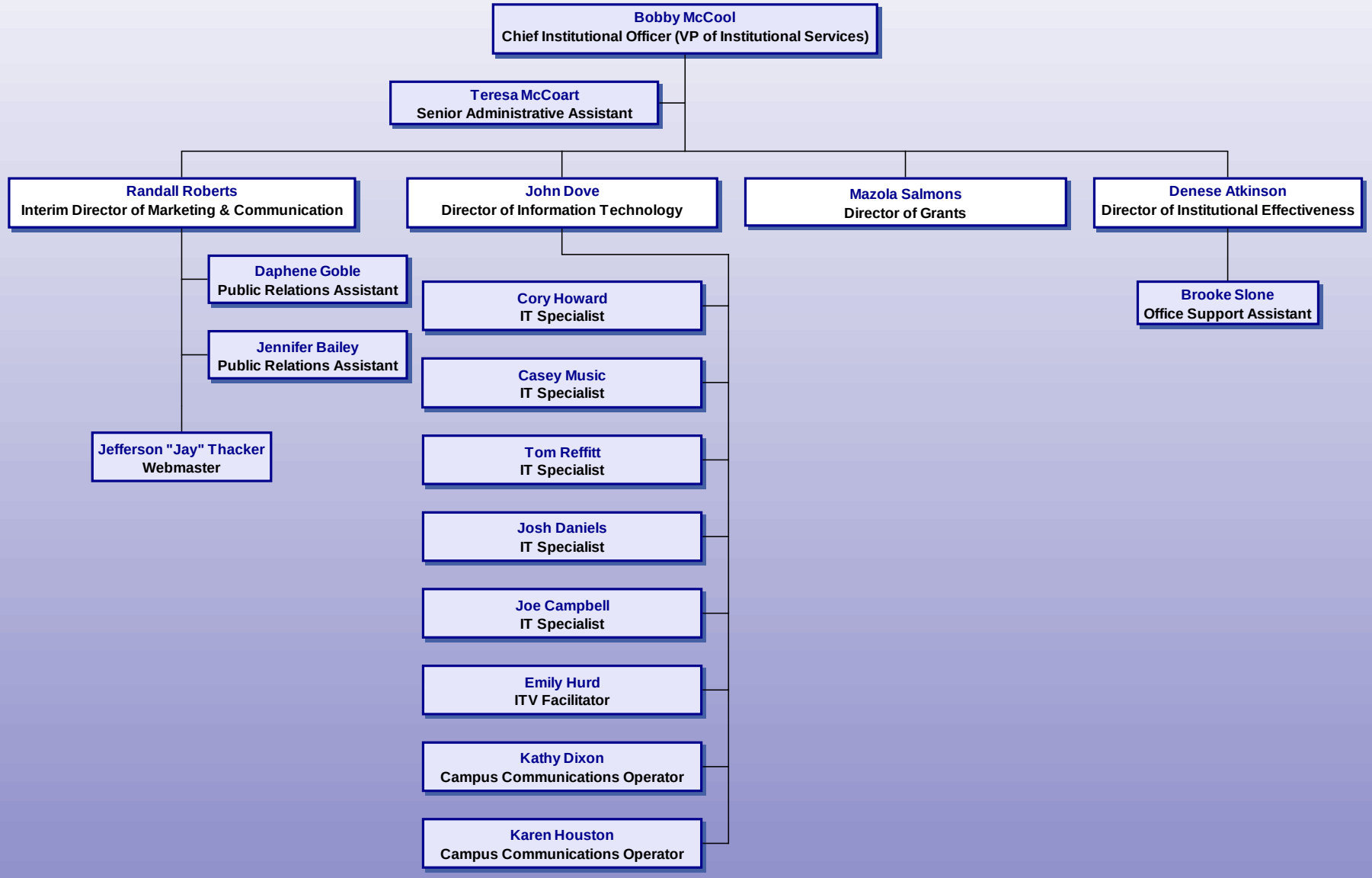Institutional Services