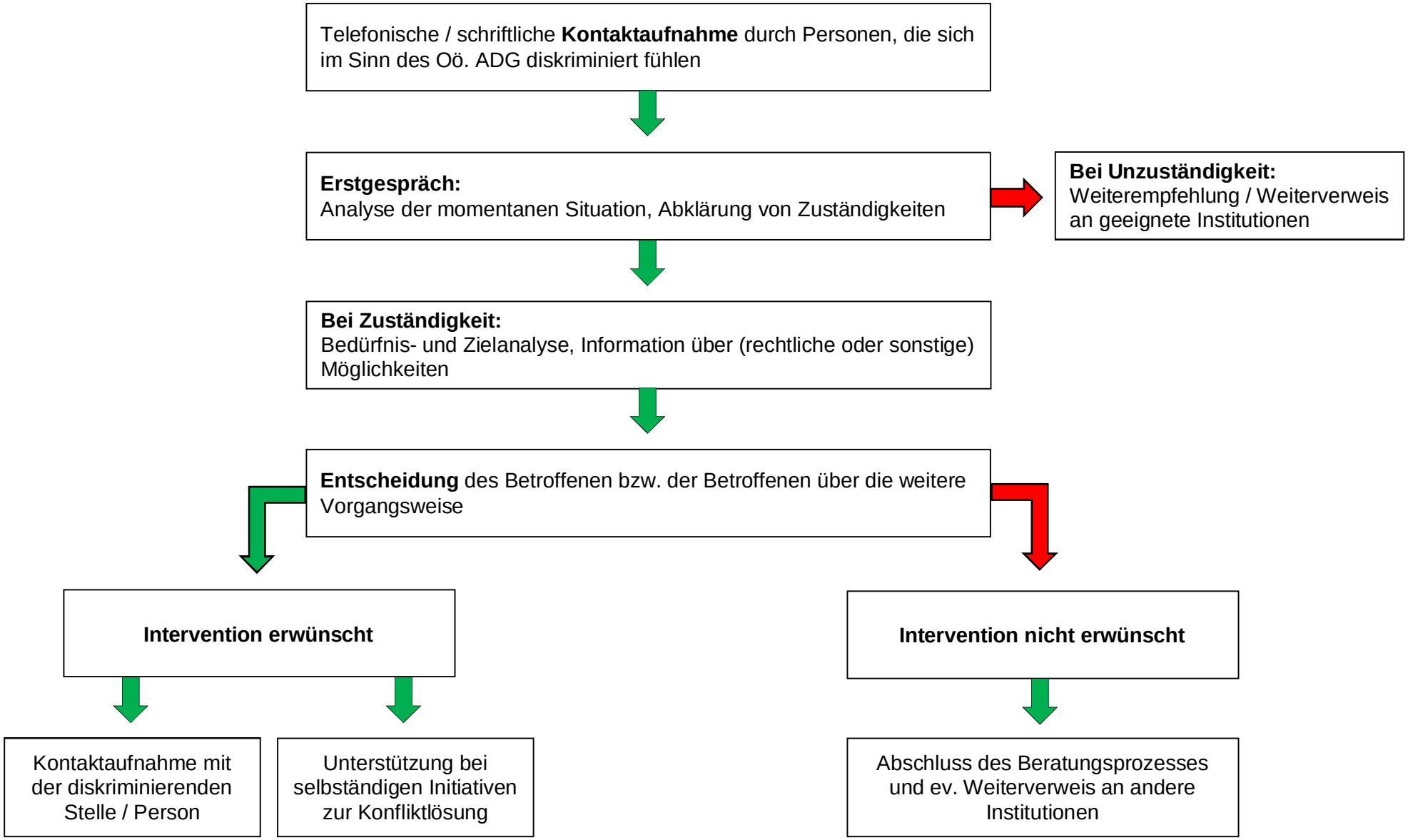Beratungsprozess