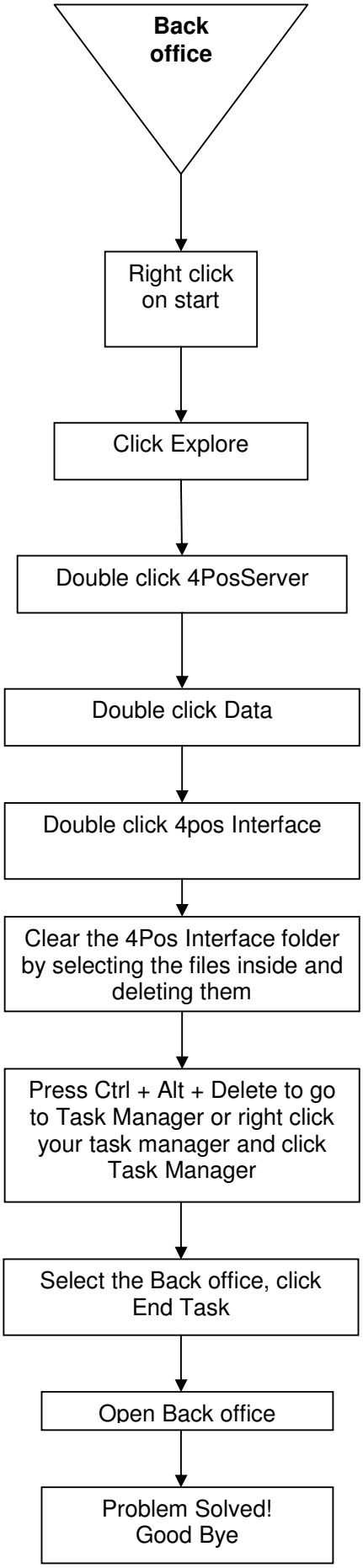No 9 Back office problems