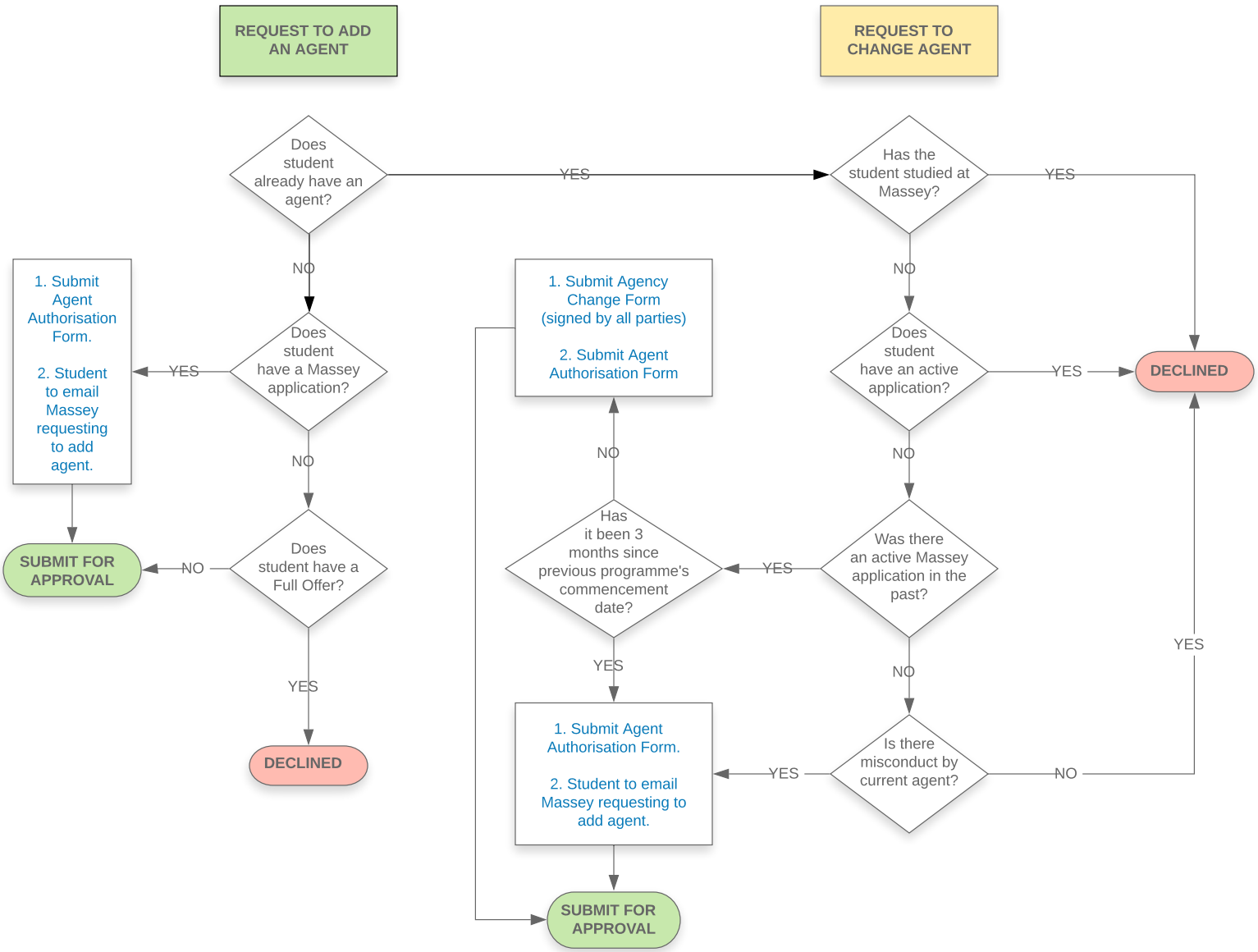AGENT RELATIONSHIP GUIDELINE