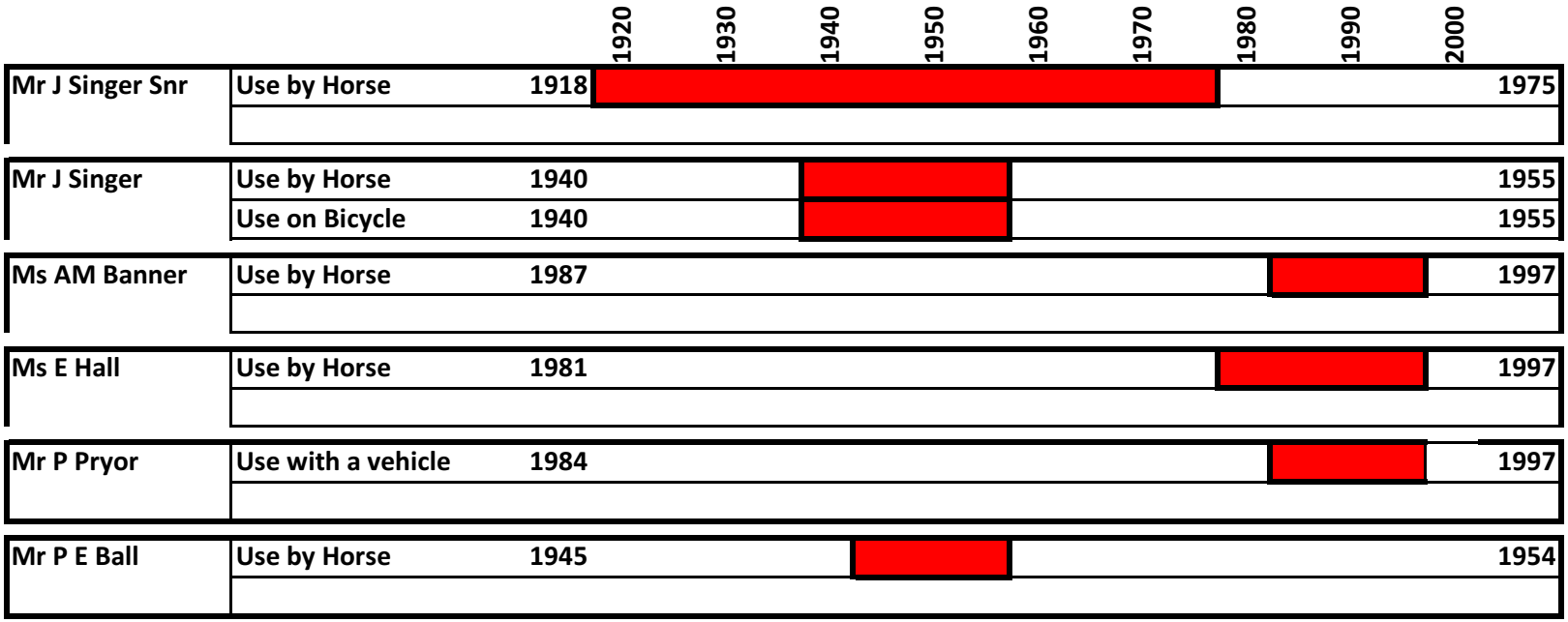Appendix 2 **User Evidence**