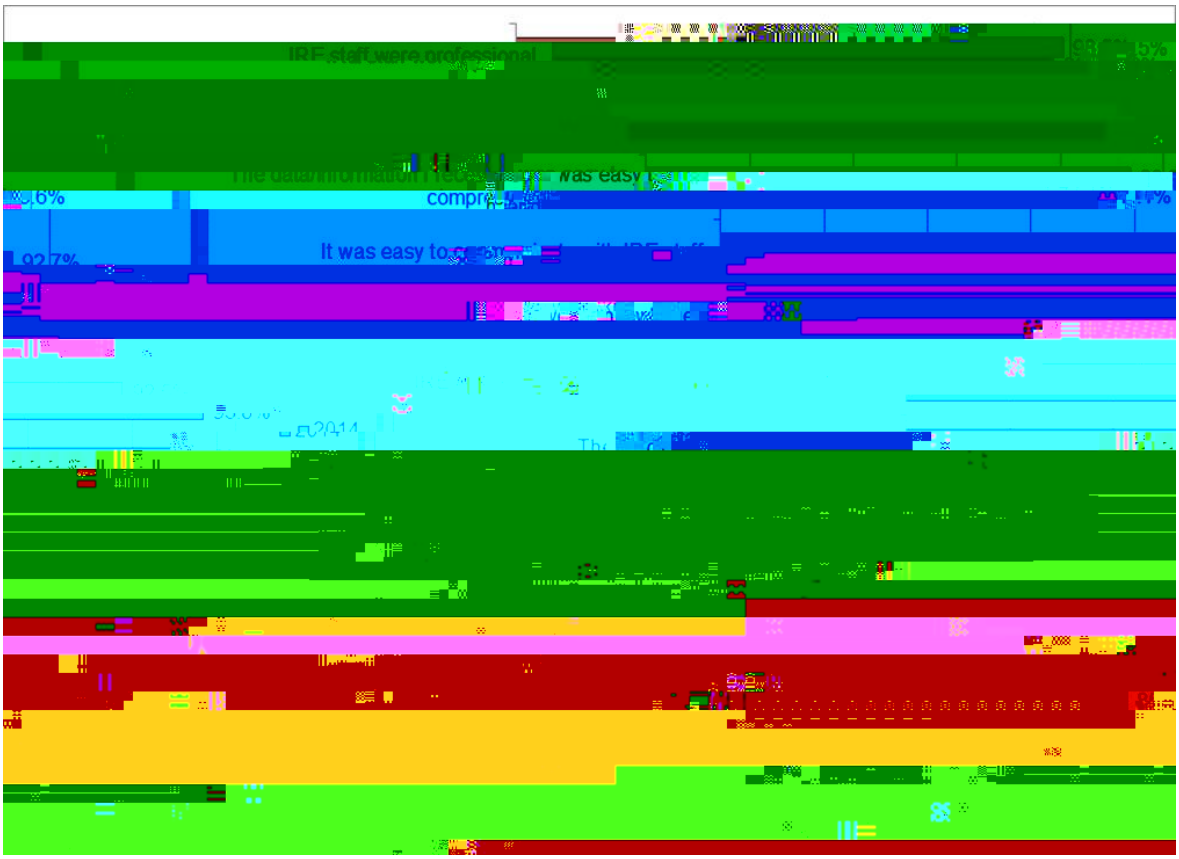
IRF staff were professional
was easy
It was easy to