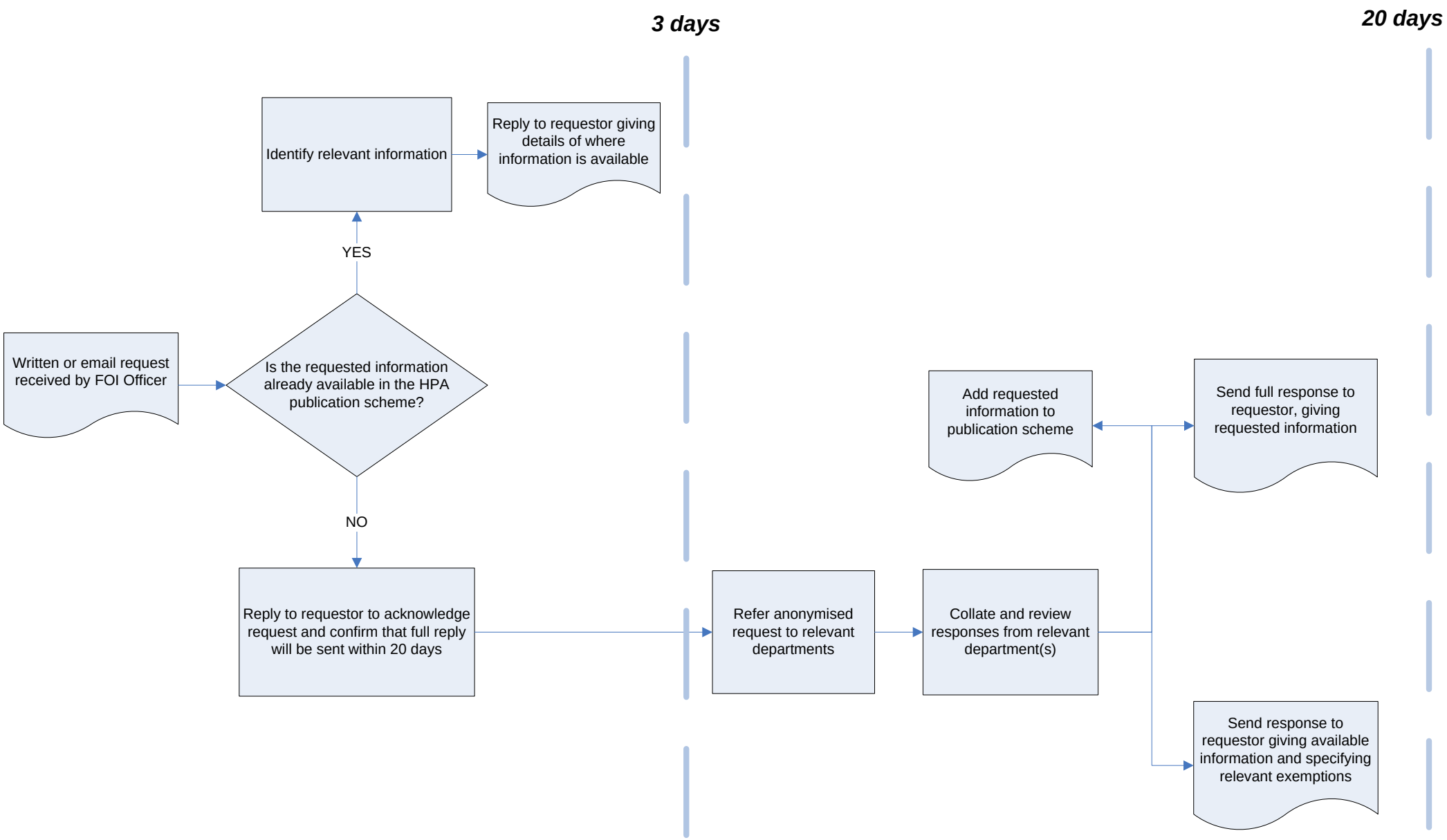How information requests are processed