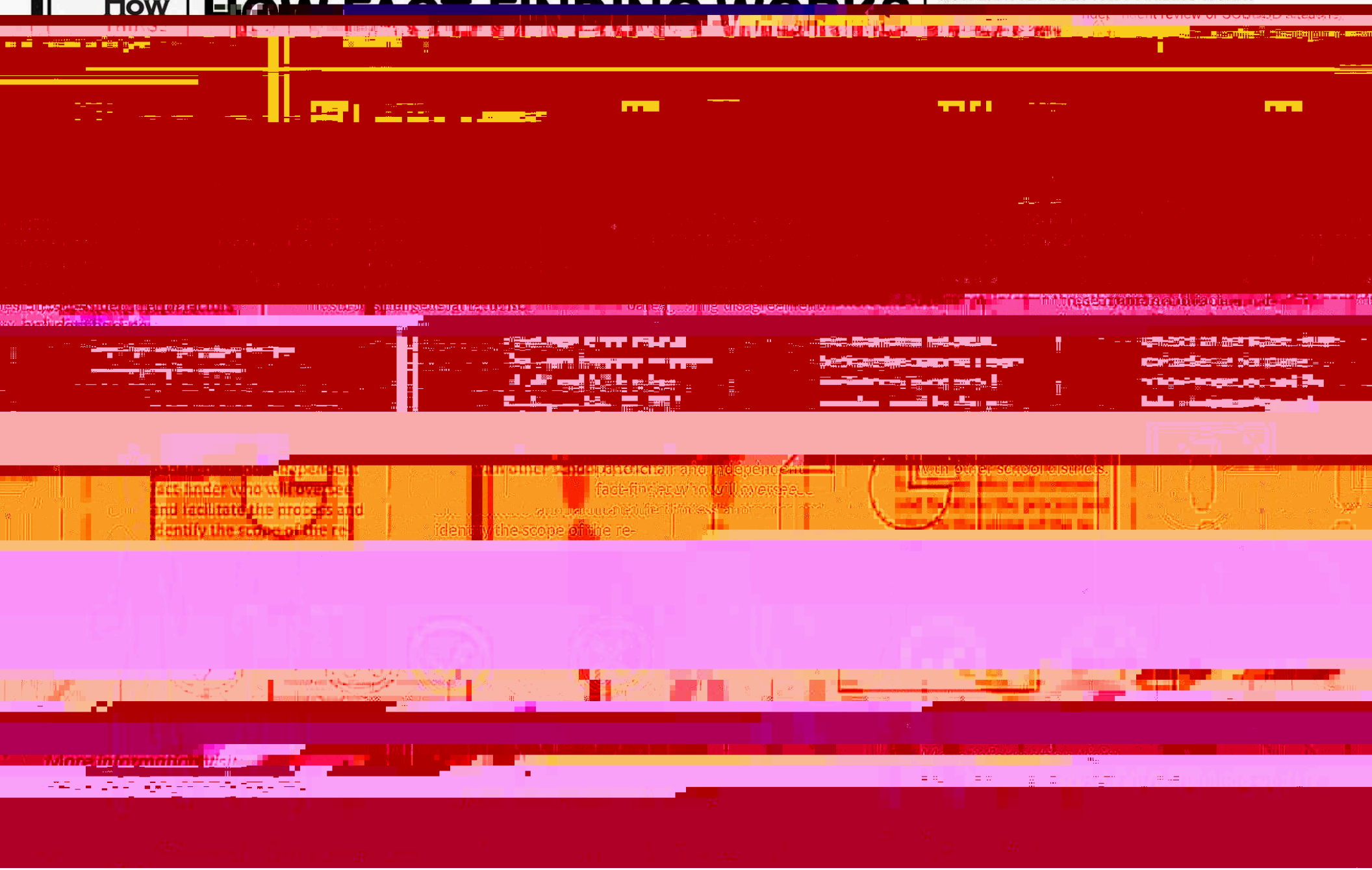HOW FACT-FINDING WORKS