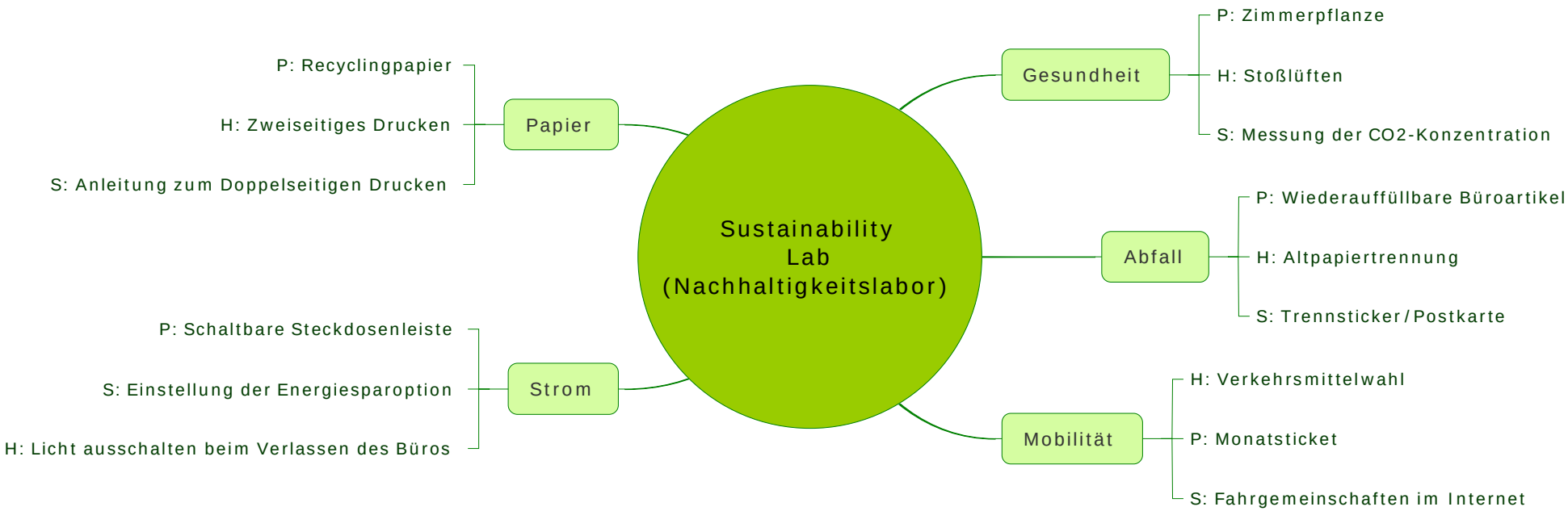

P: Produkt H: Handlungsempfehlung S: Serviceleistung