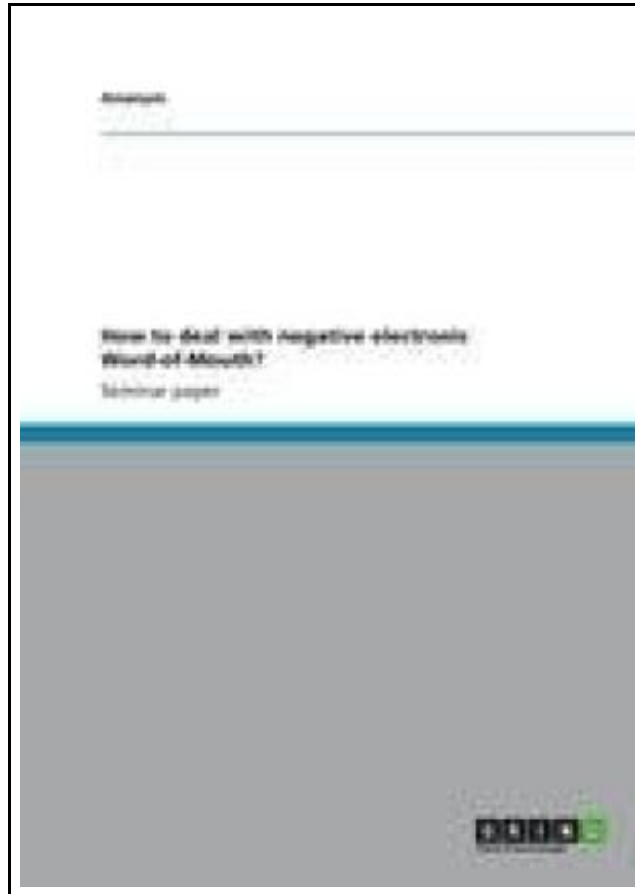


## How to deal with negative electronic Word-of-Mouth?



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