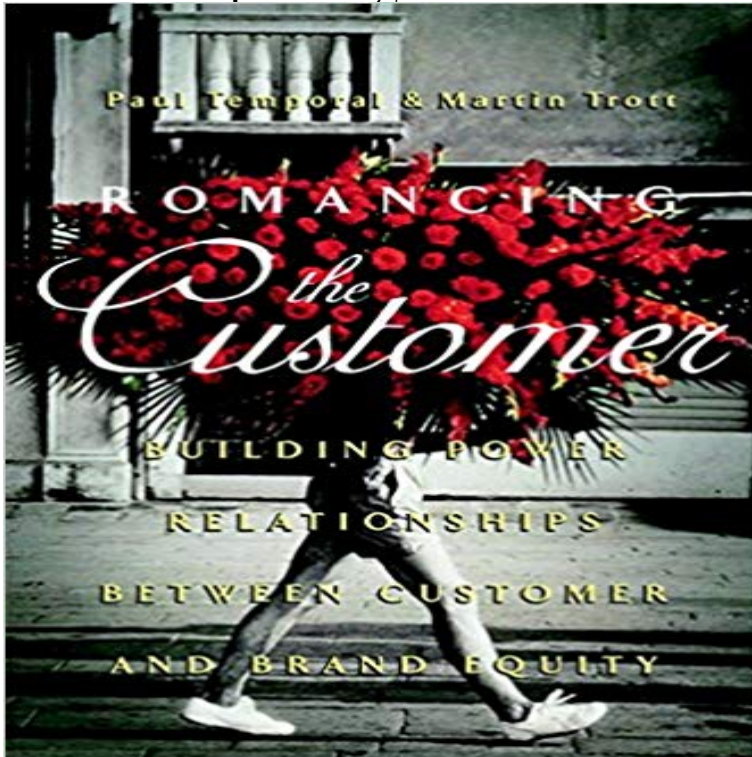


Romancing the Customer: Maximizing Brand Value Through Powerful Relationship Management



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