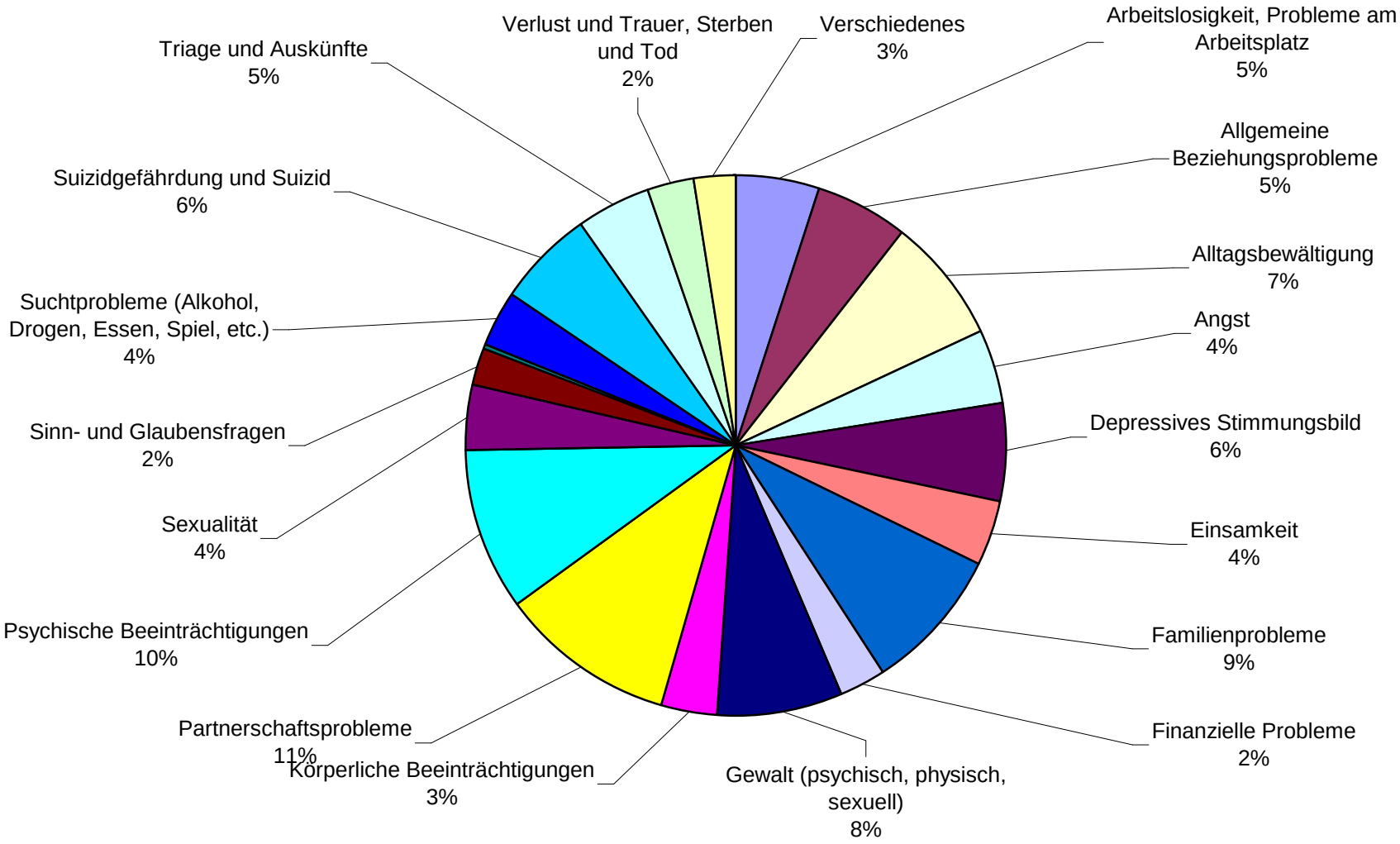Online-Beratung 2009