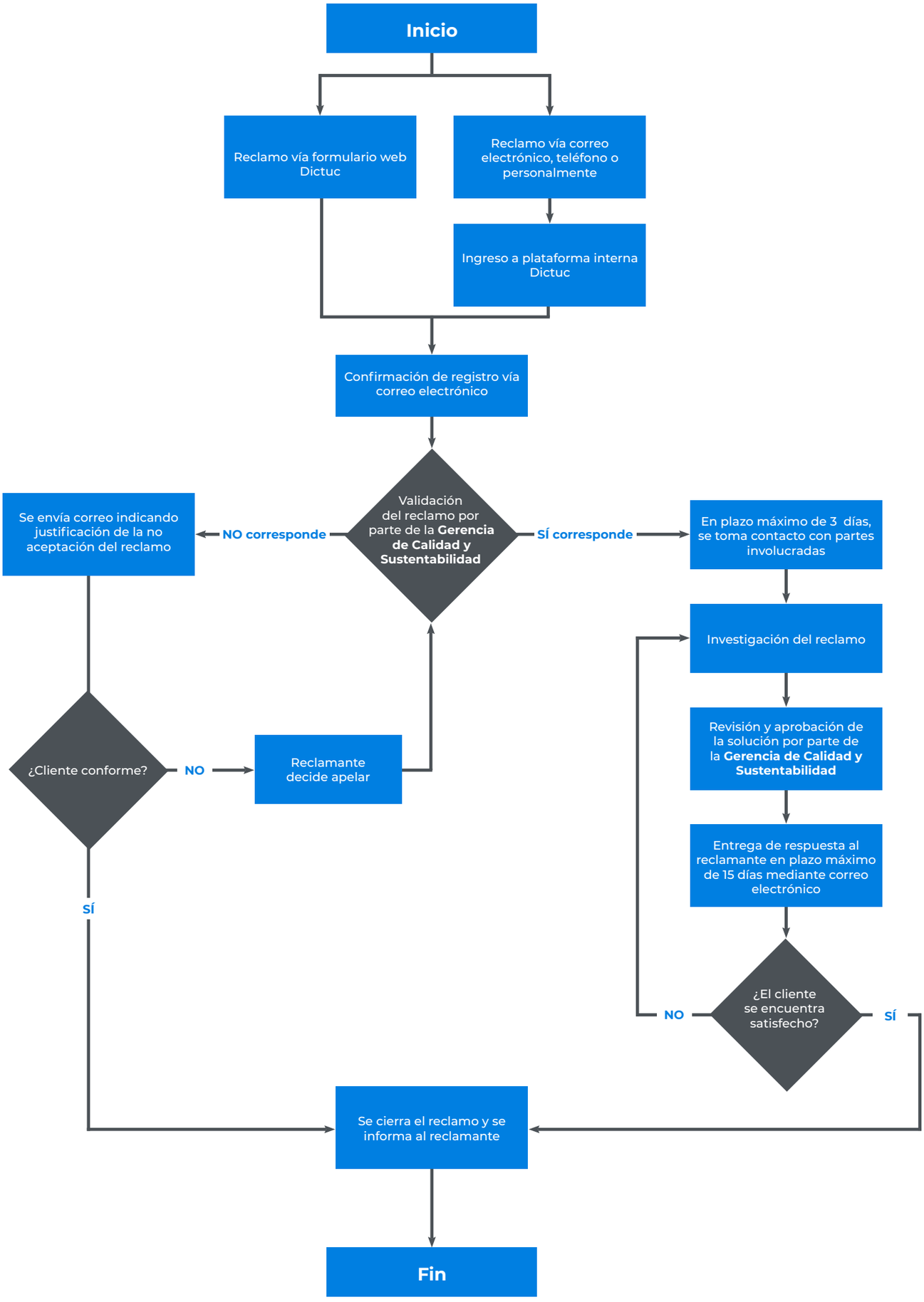ESQUEMA
PROCESO DE RECLAMOS