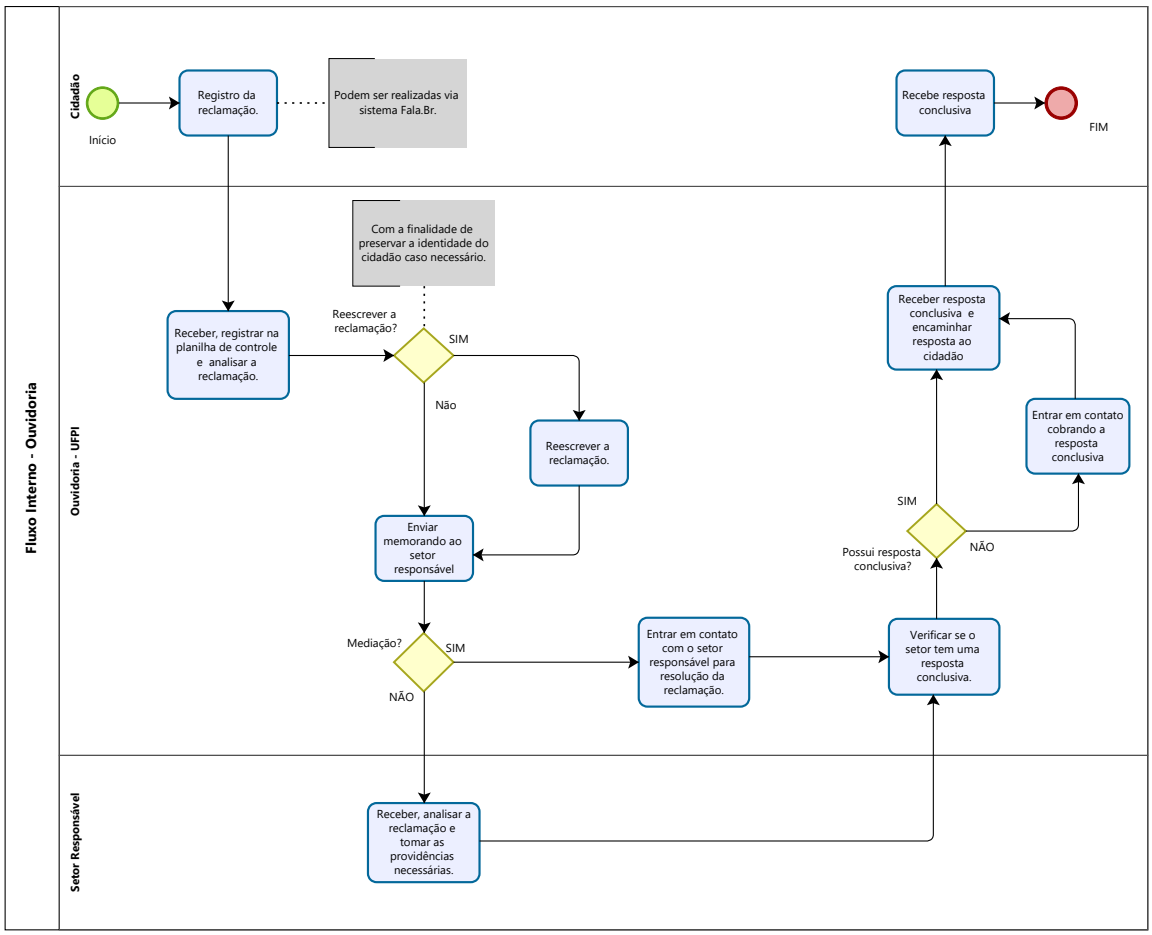1 RECLAMAÇÃO