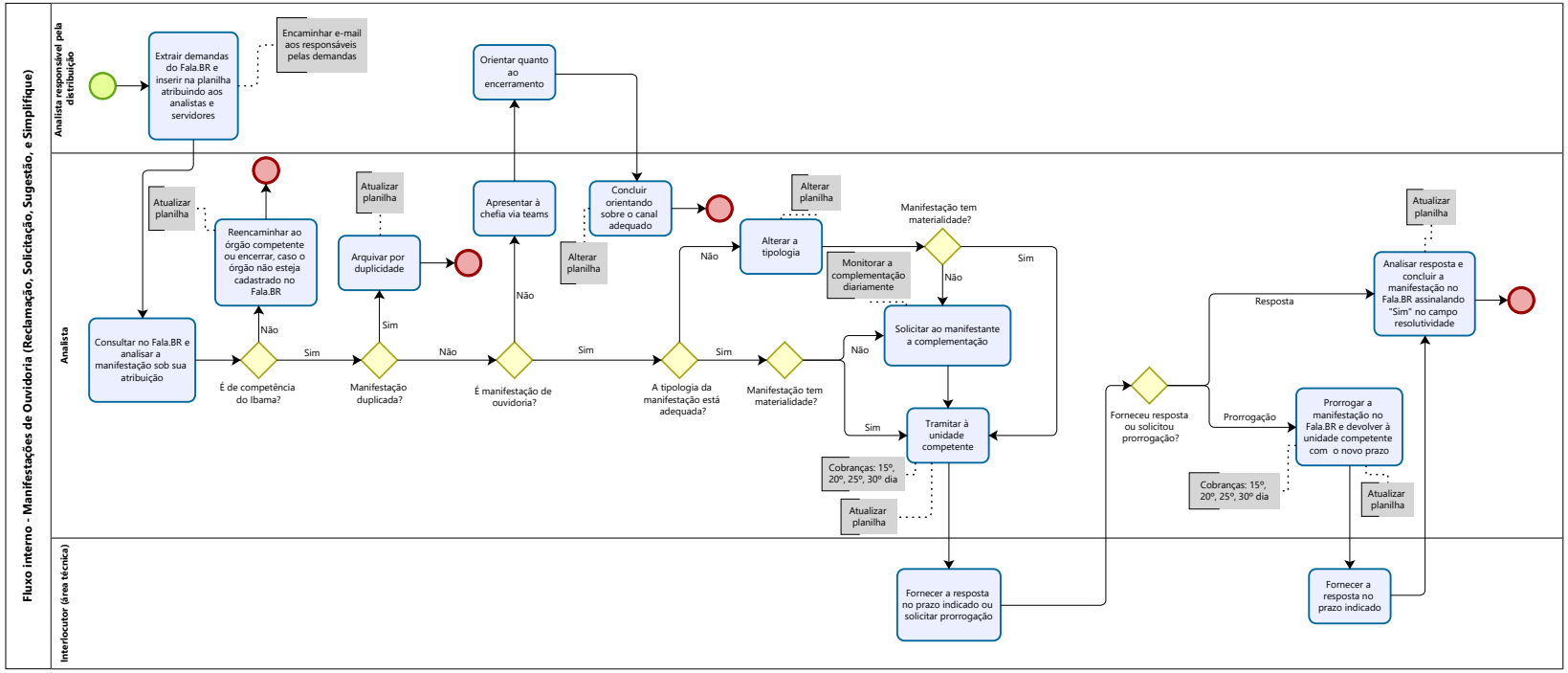1 FLUXO RECLAMAÇÃO-SOLICITAÇÃO-SUGESTÃO-SIMPLIFIQUE