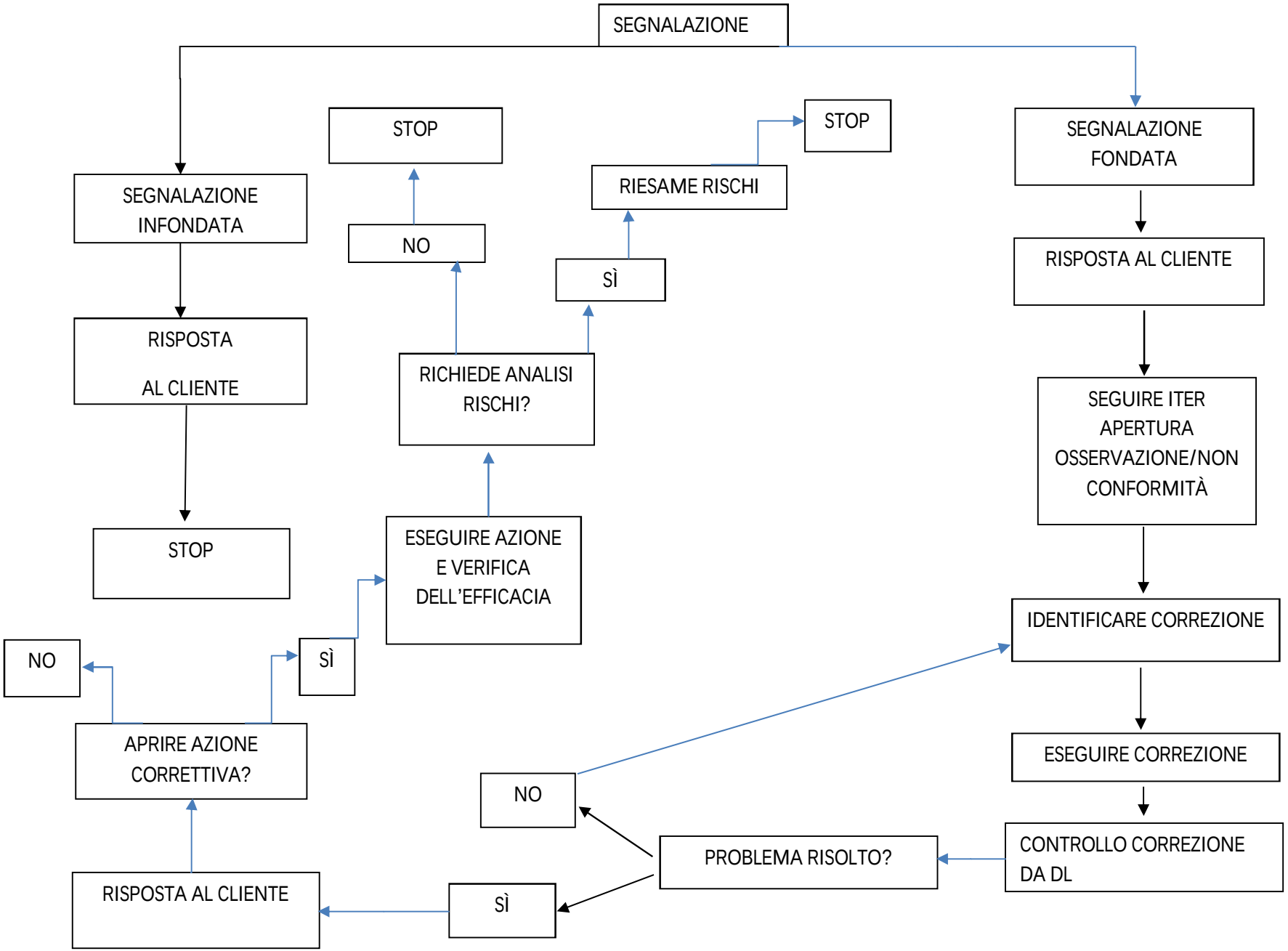FLUSSO DI GESTIONE DEI RECLAMI