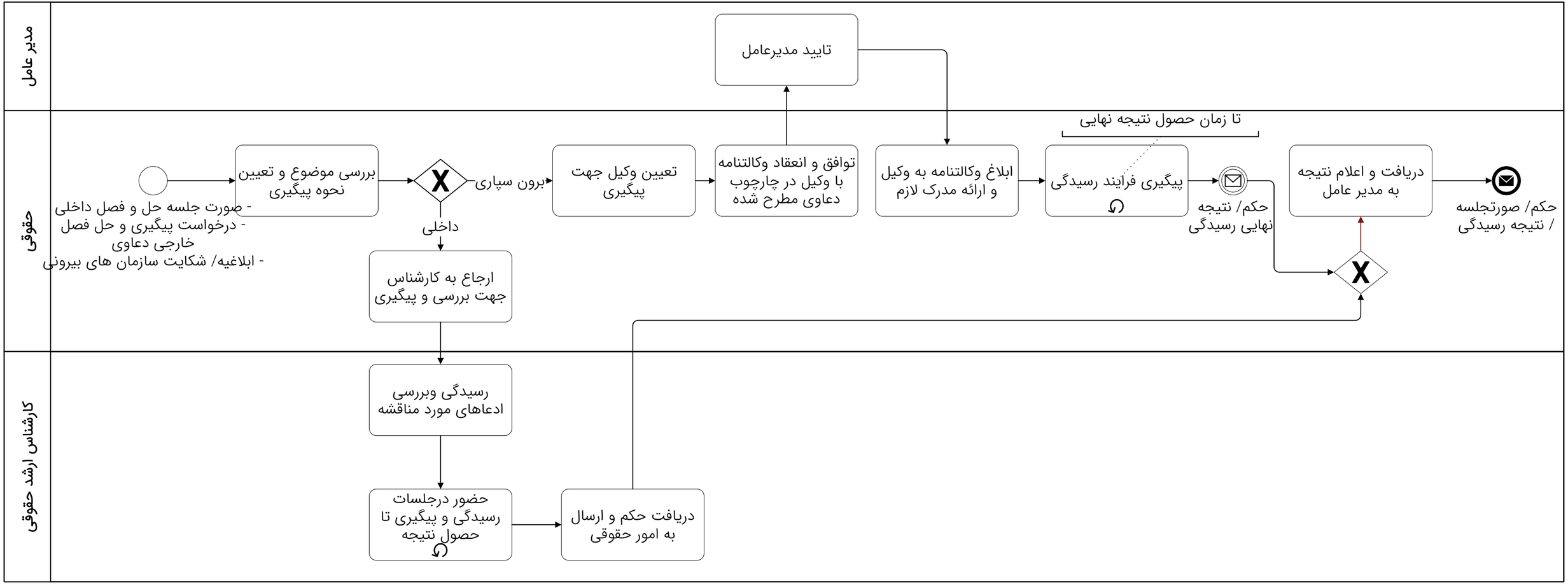فرایند حل و فصل خارجی دعاوی WF-LC-04-00