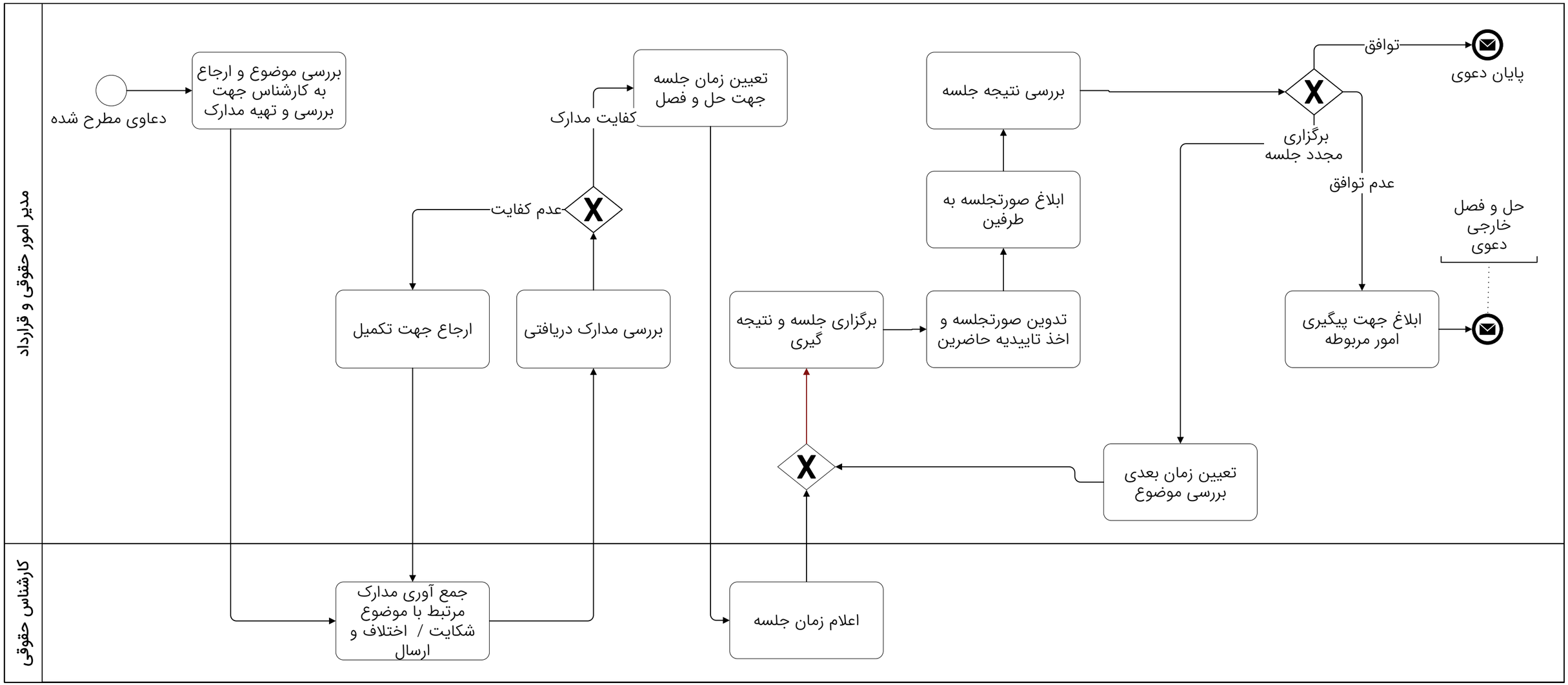فرایند حل و فصل داخلی دعاوی WF-LC-03-00