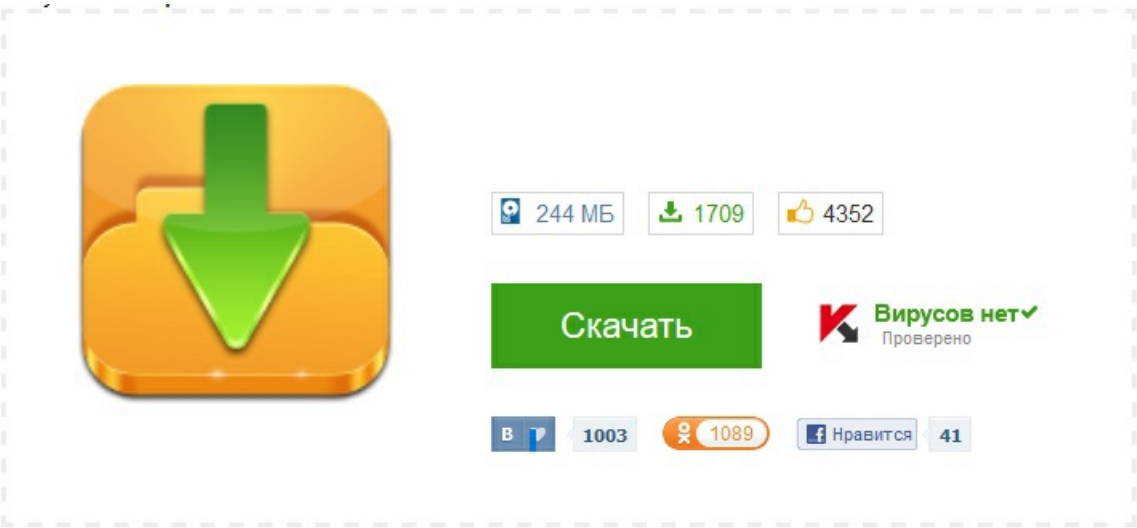благодарность бланк скачать