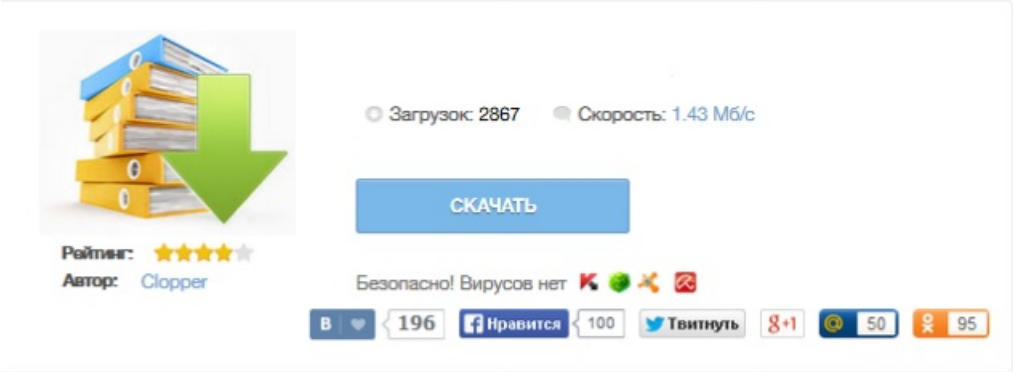благодарность бланк для заполнения