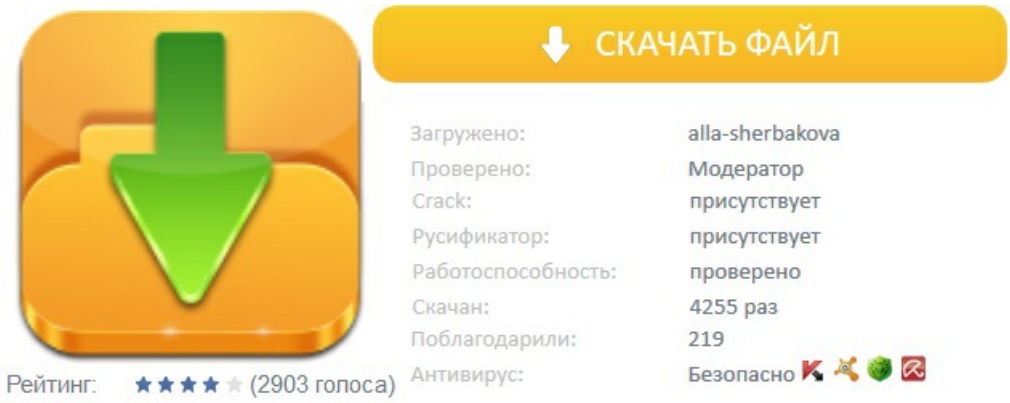рекомендательное письмо примеры скачать