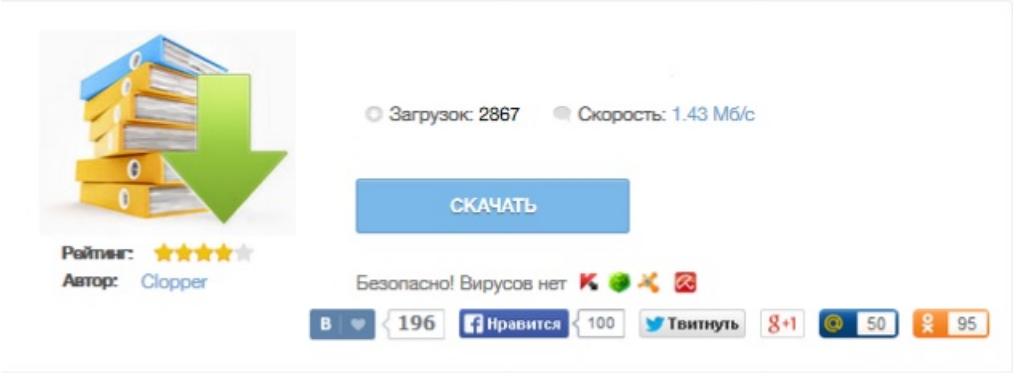благодарственное письмо образец пустой