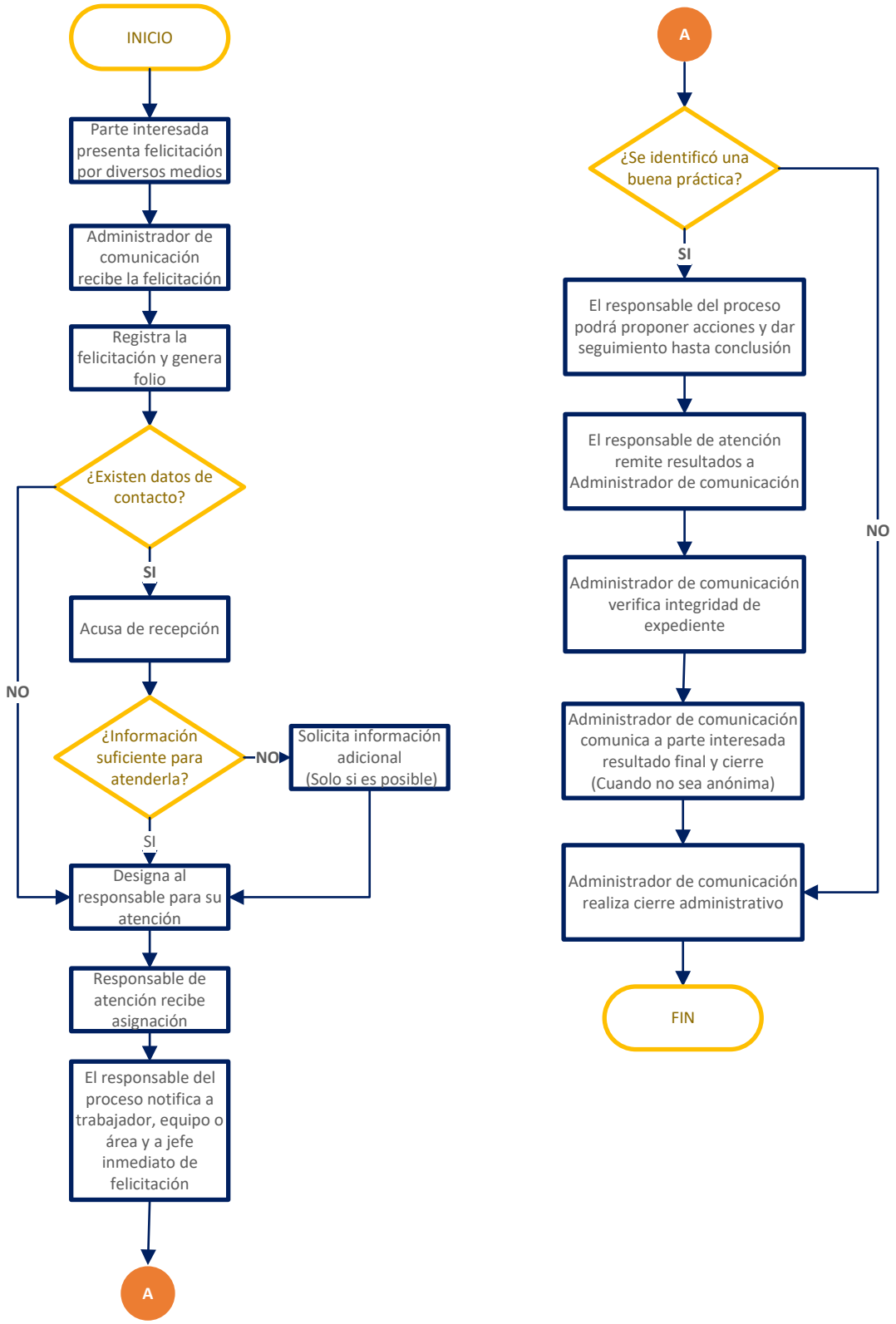ANEXO 3 – DIAGRAMA DE ATENCIÓN DE FELICITACIONES