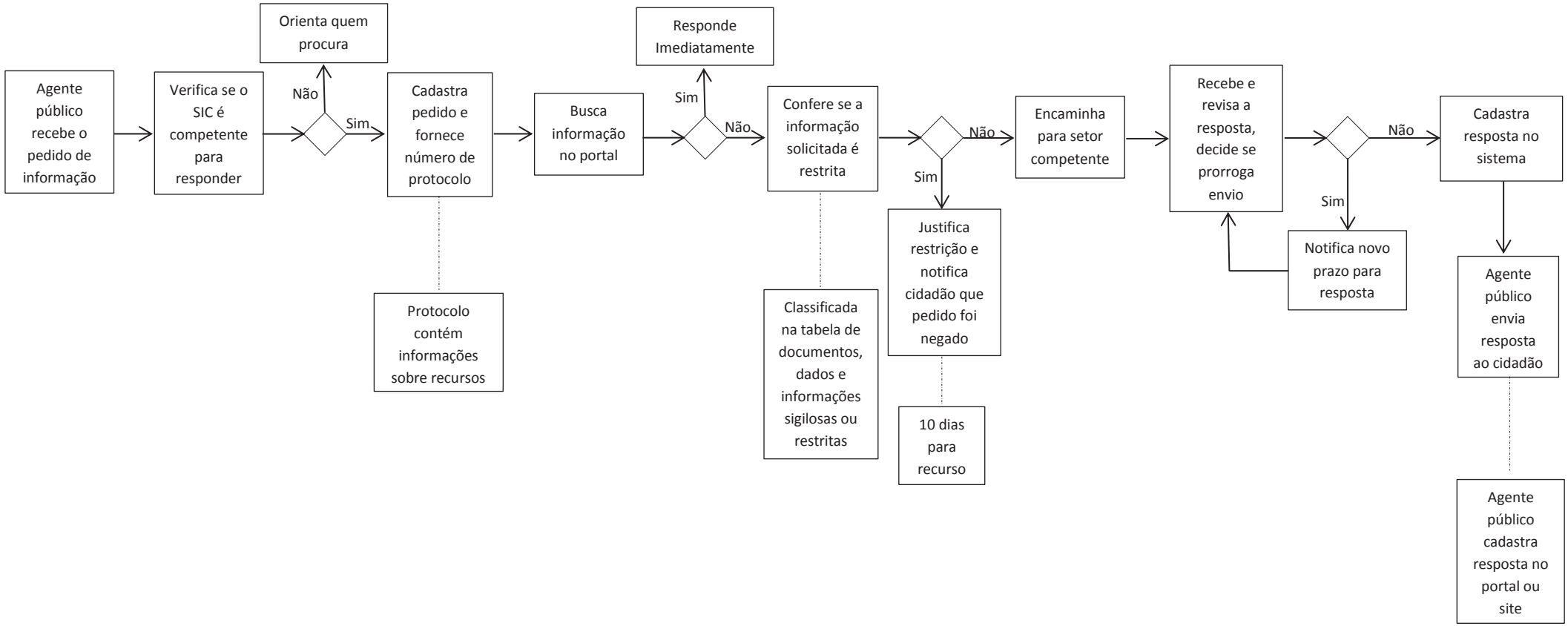Como atender a pedidos de informação