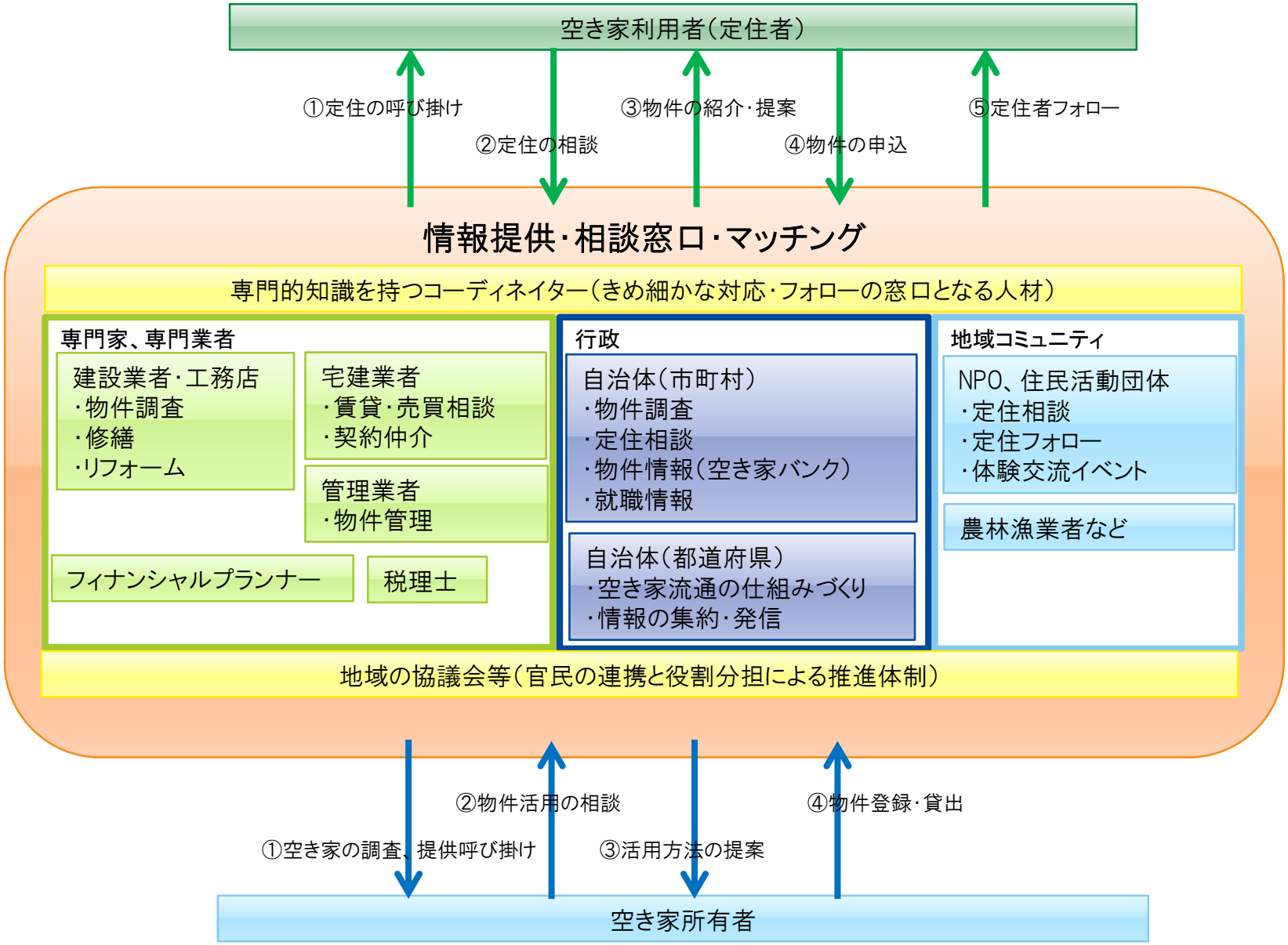情報提供と相談窓口のイメージ