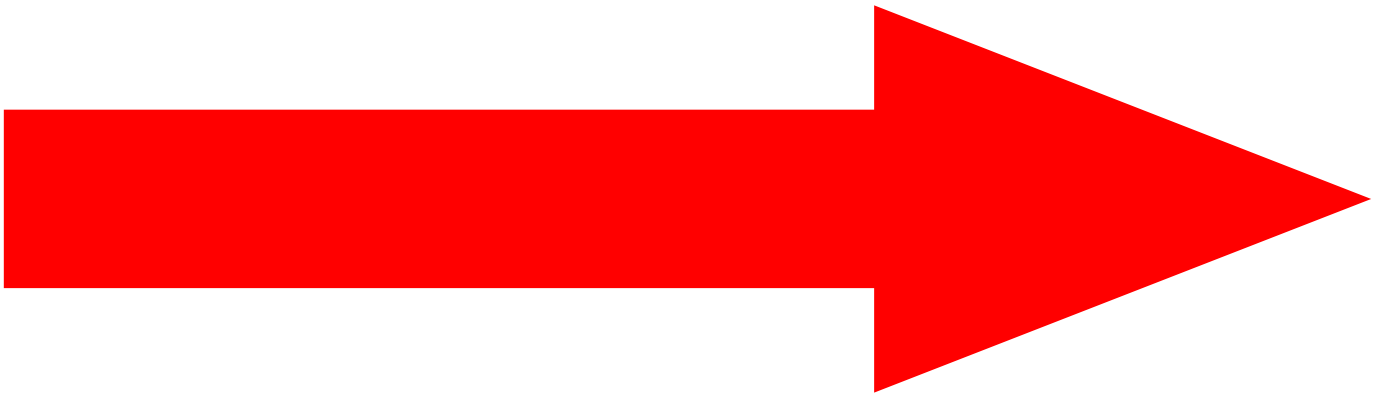相談窓口