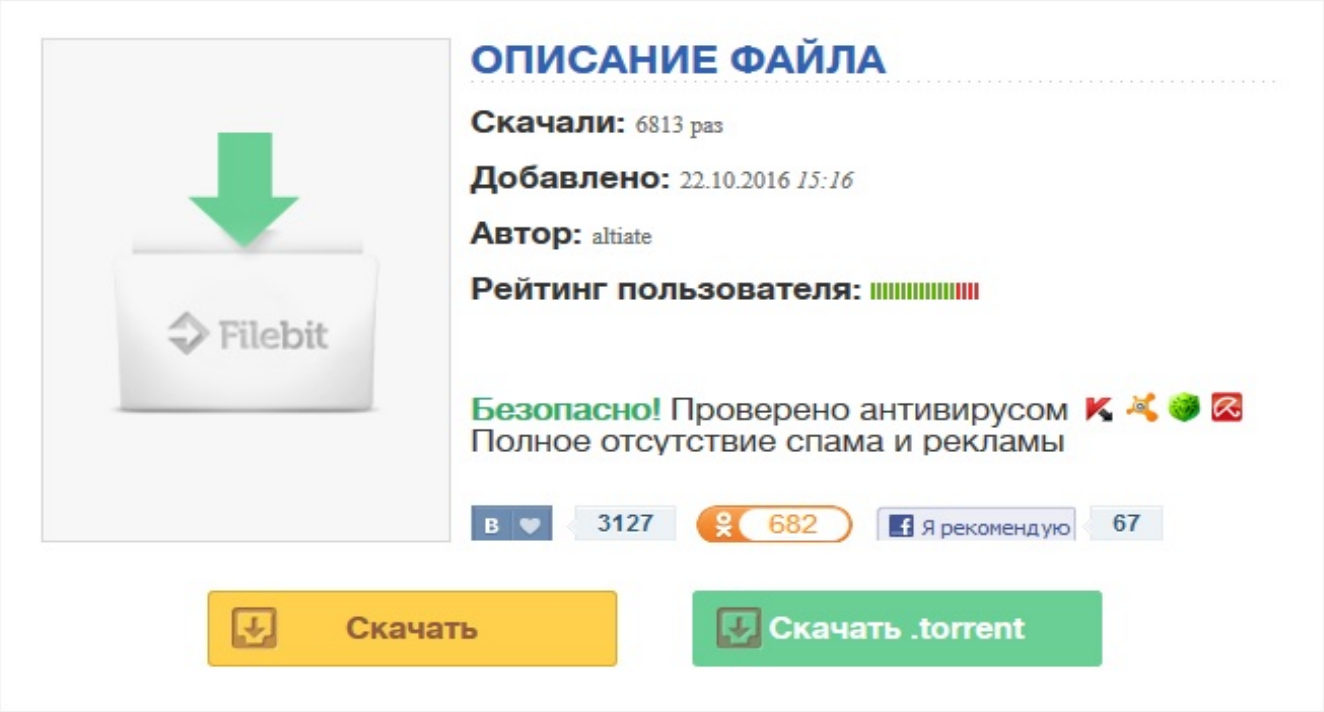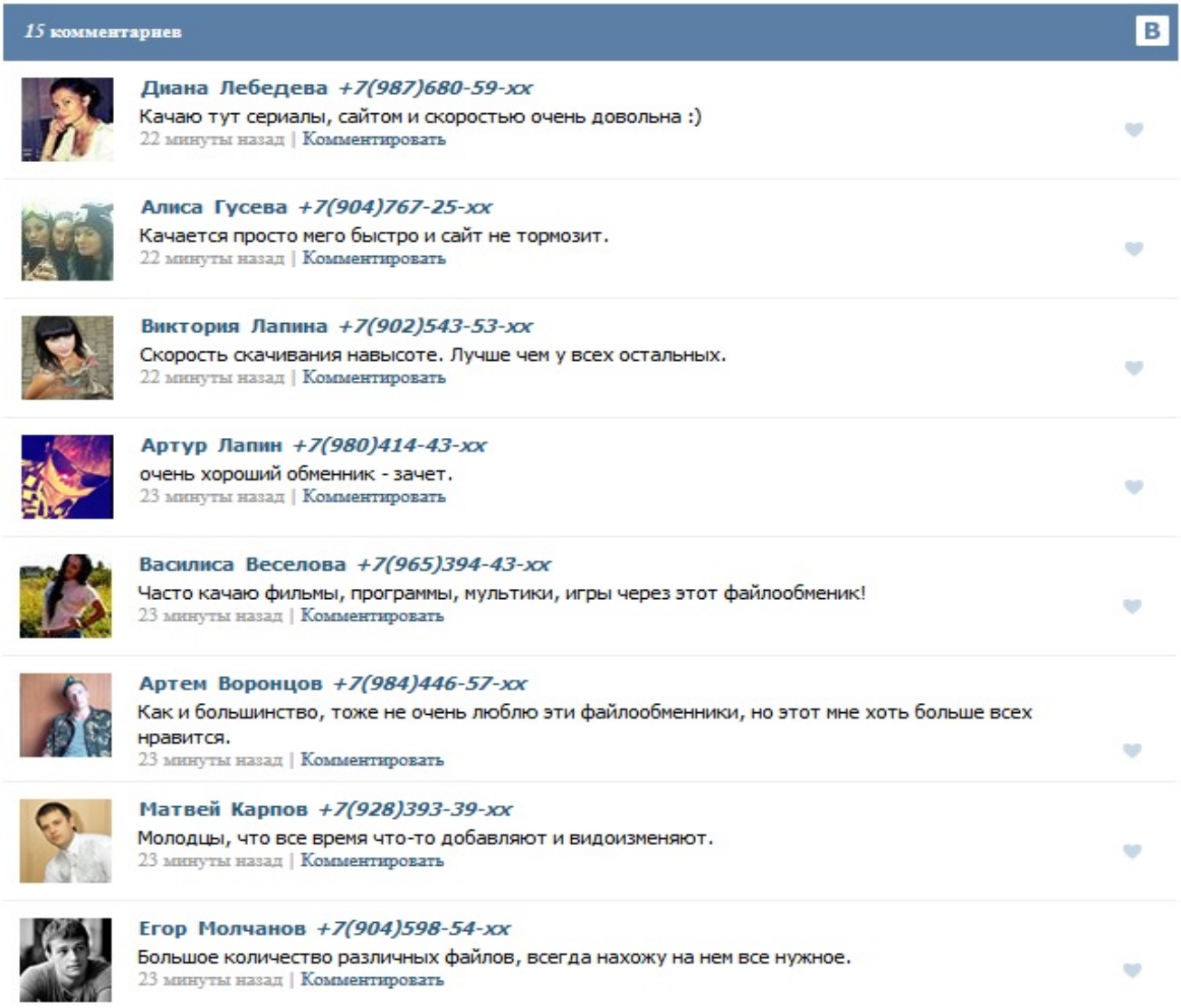банк новый символ проблемы