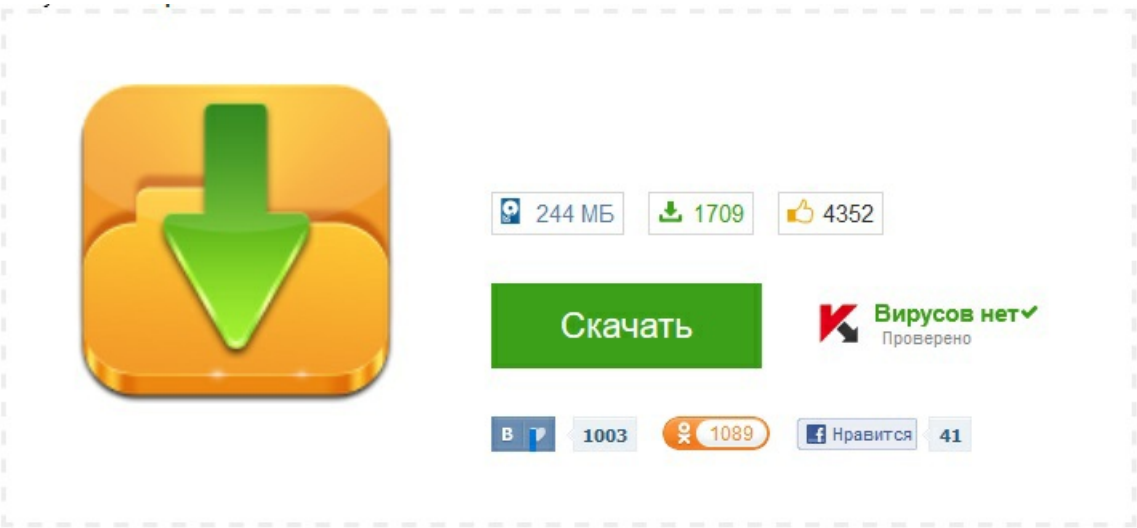благодарственное письмо бланк word