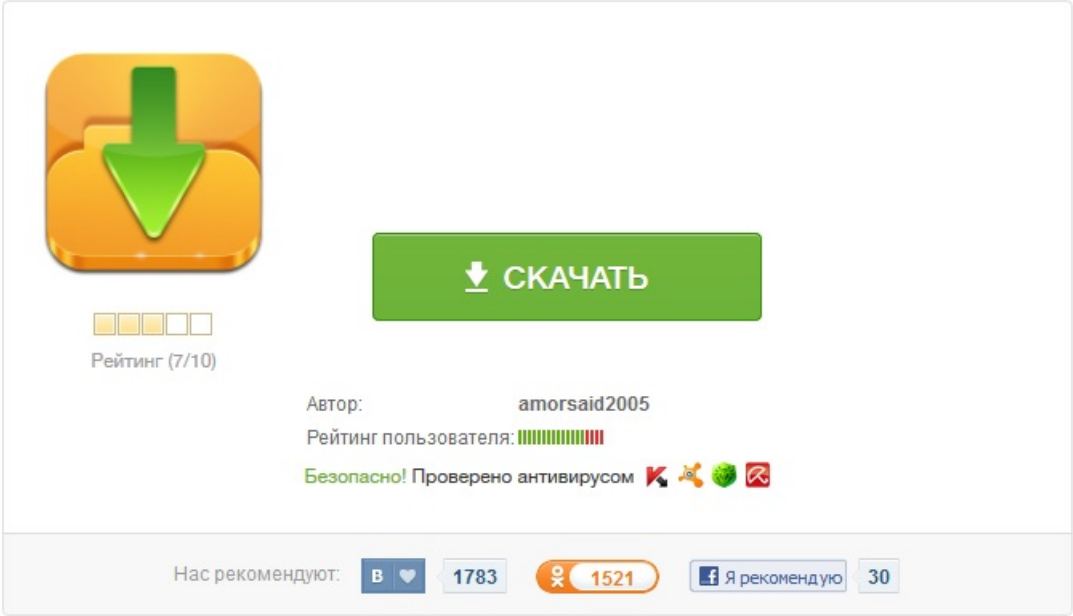письмо бланк скачать