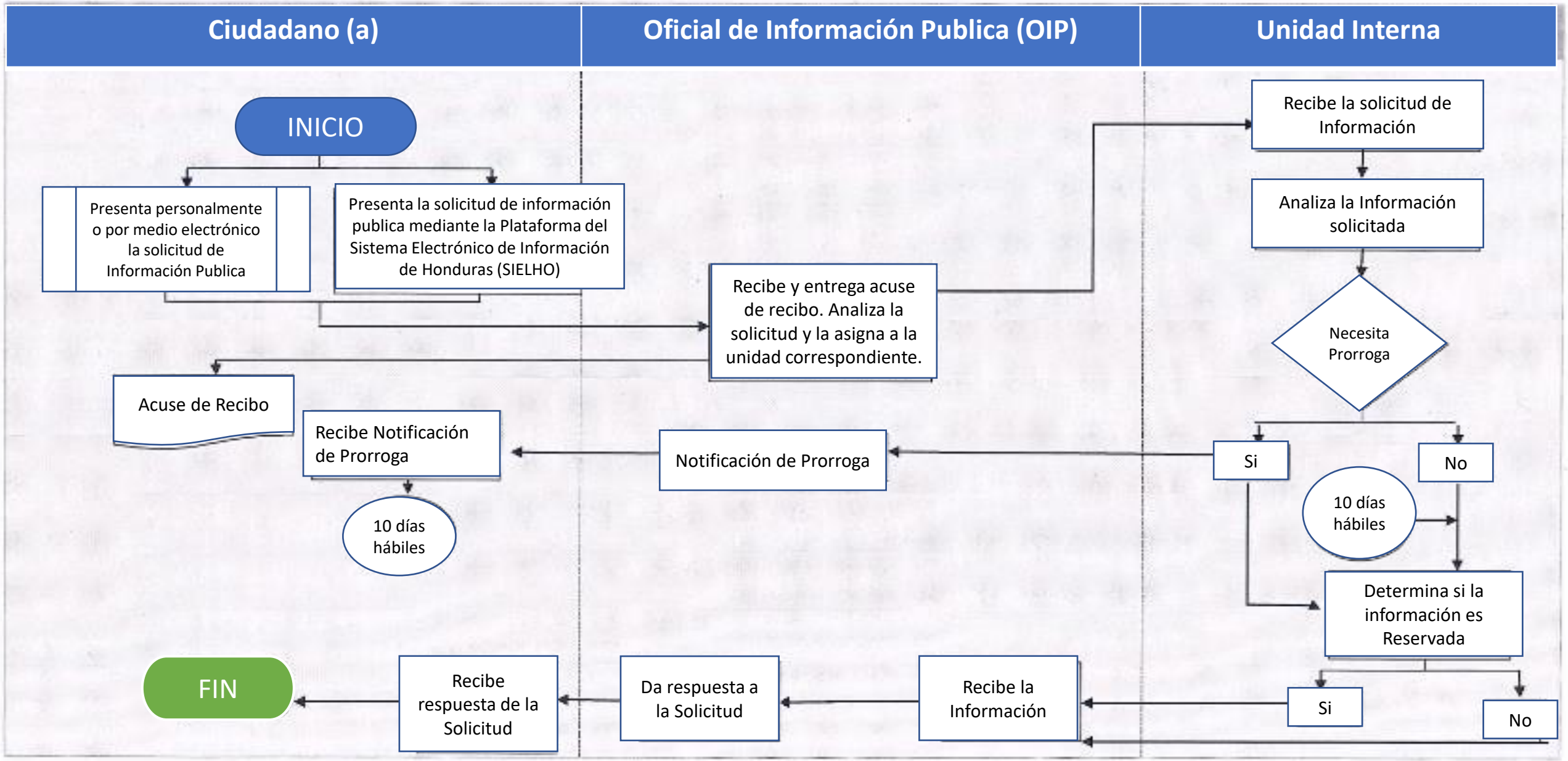FLUJOGRAMA DE SOLICITUD DE INFORMACION