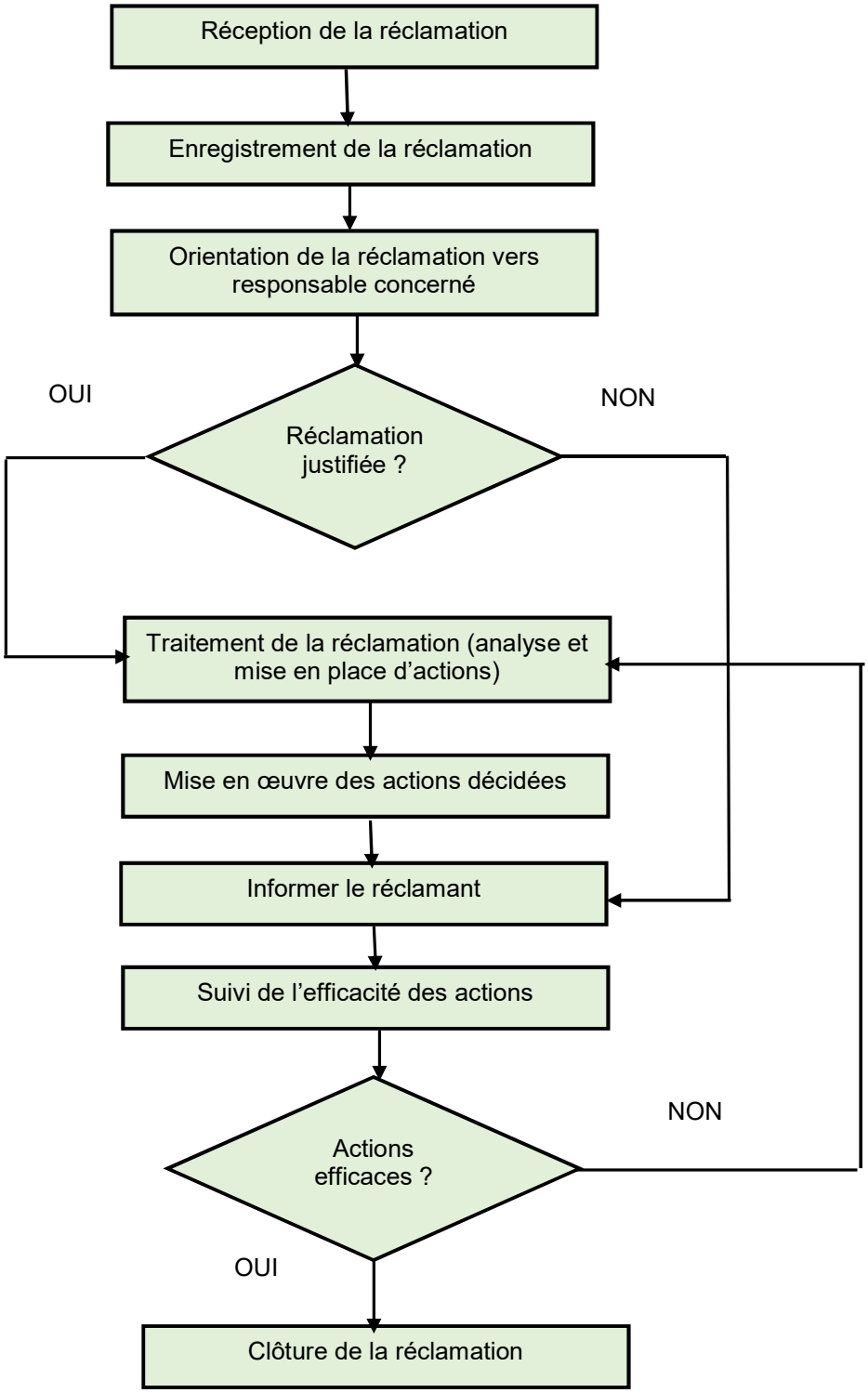GESTION DES RECLAMATIONS :