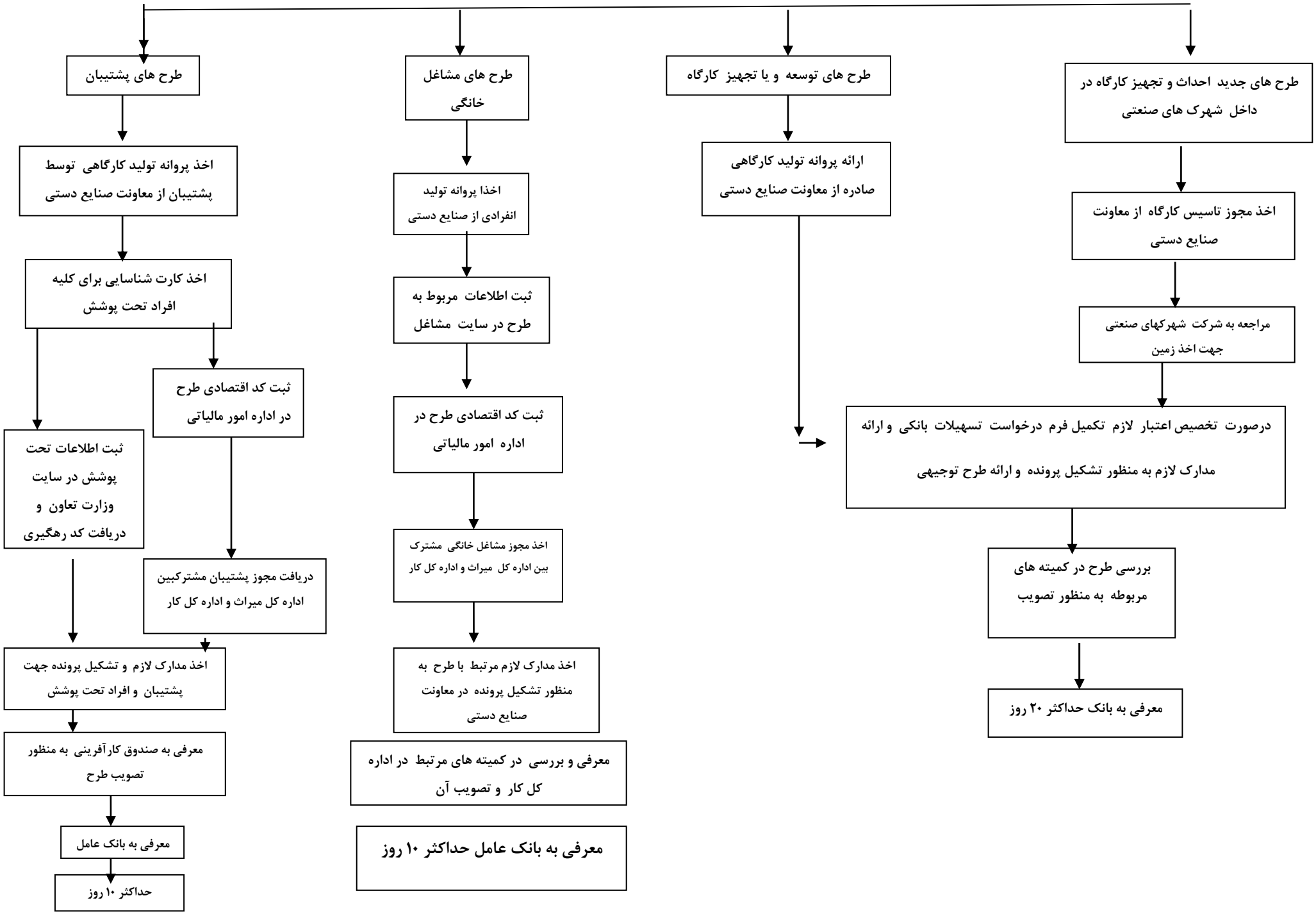چارت فرایند ارائه تسهیلات