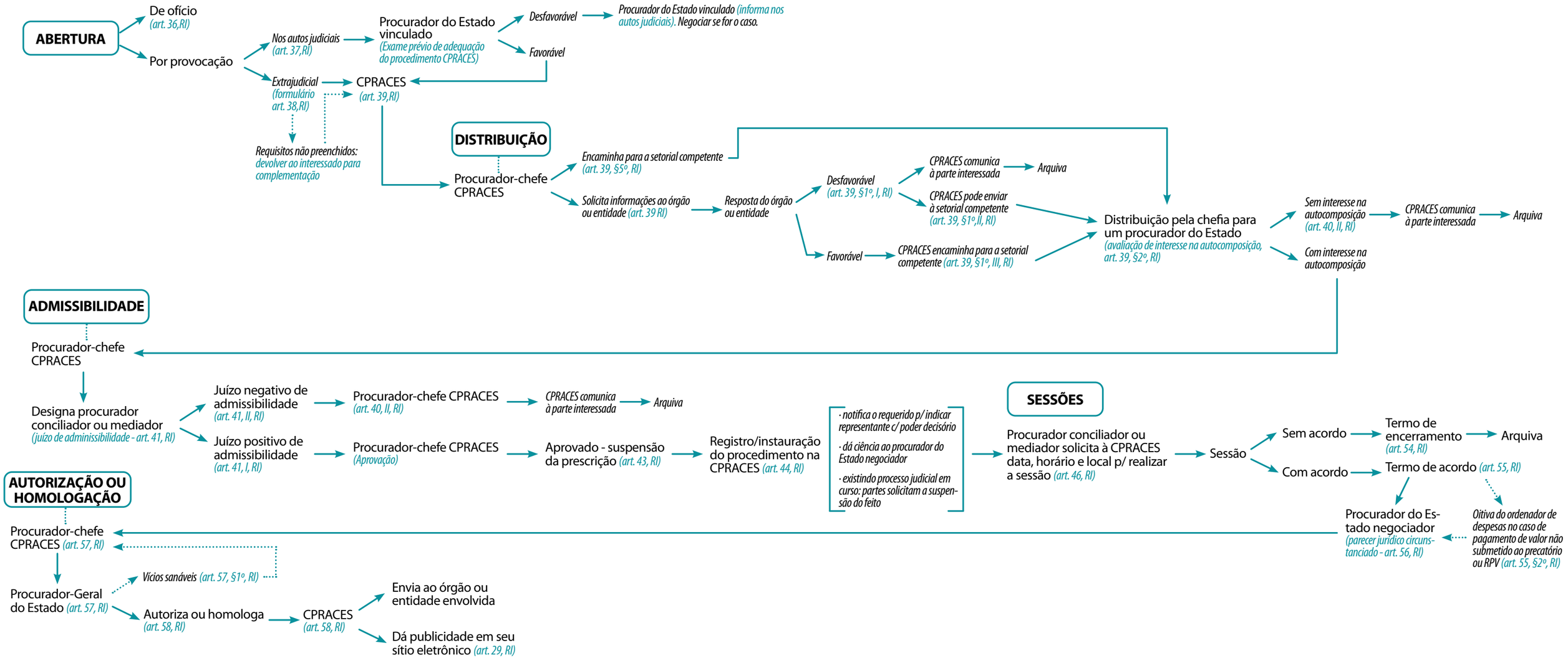PROCEDIMENTO DE CONCILIAÇÃO E MEDIAÇÃO - CPRACES