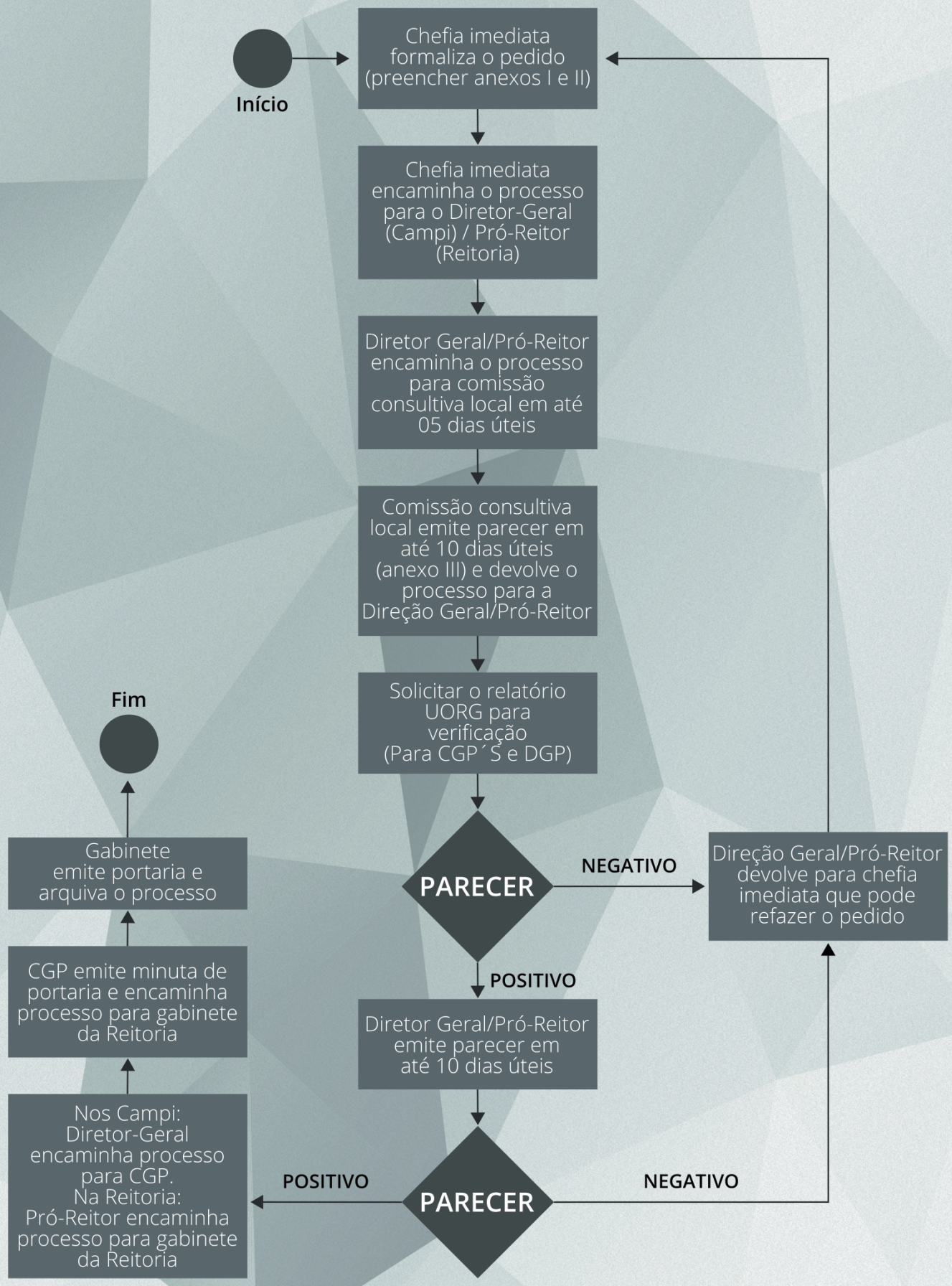SOLICITAÇÃO DE FLEXIBILIZAÇÃO