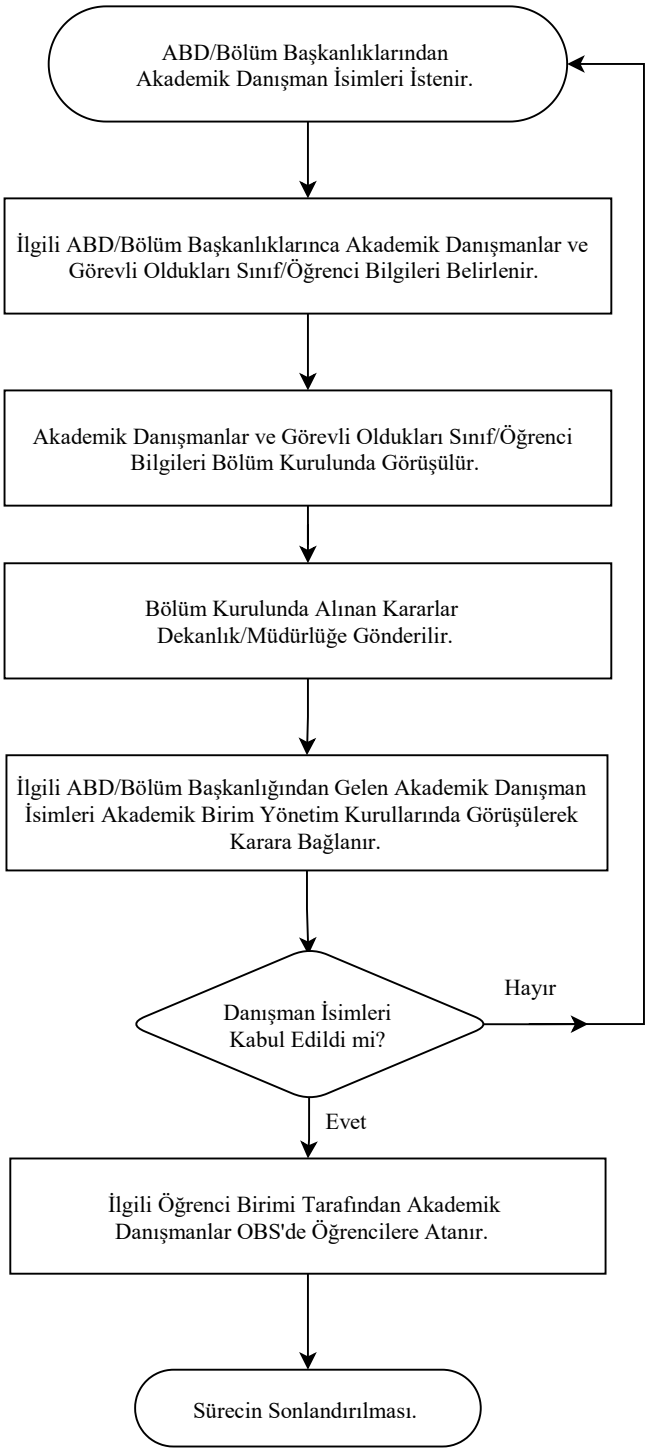Danışmanlık İşlemleri Süreci