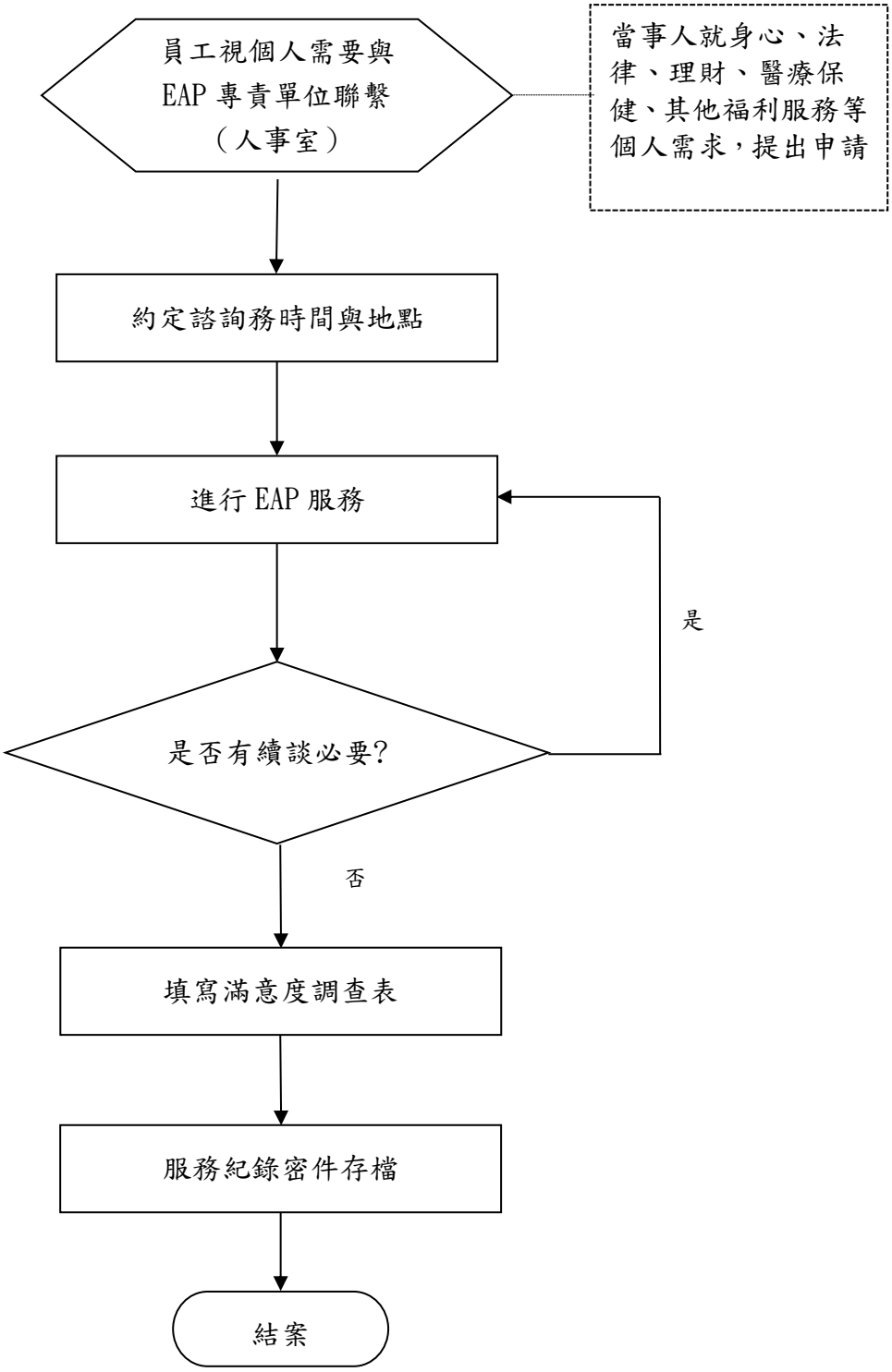
附件 2

一般個案處理流程