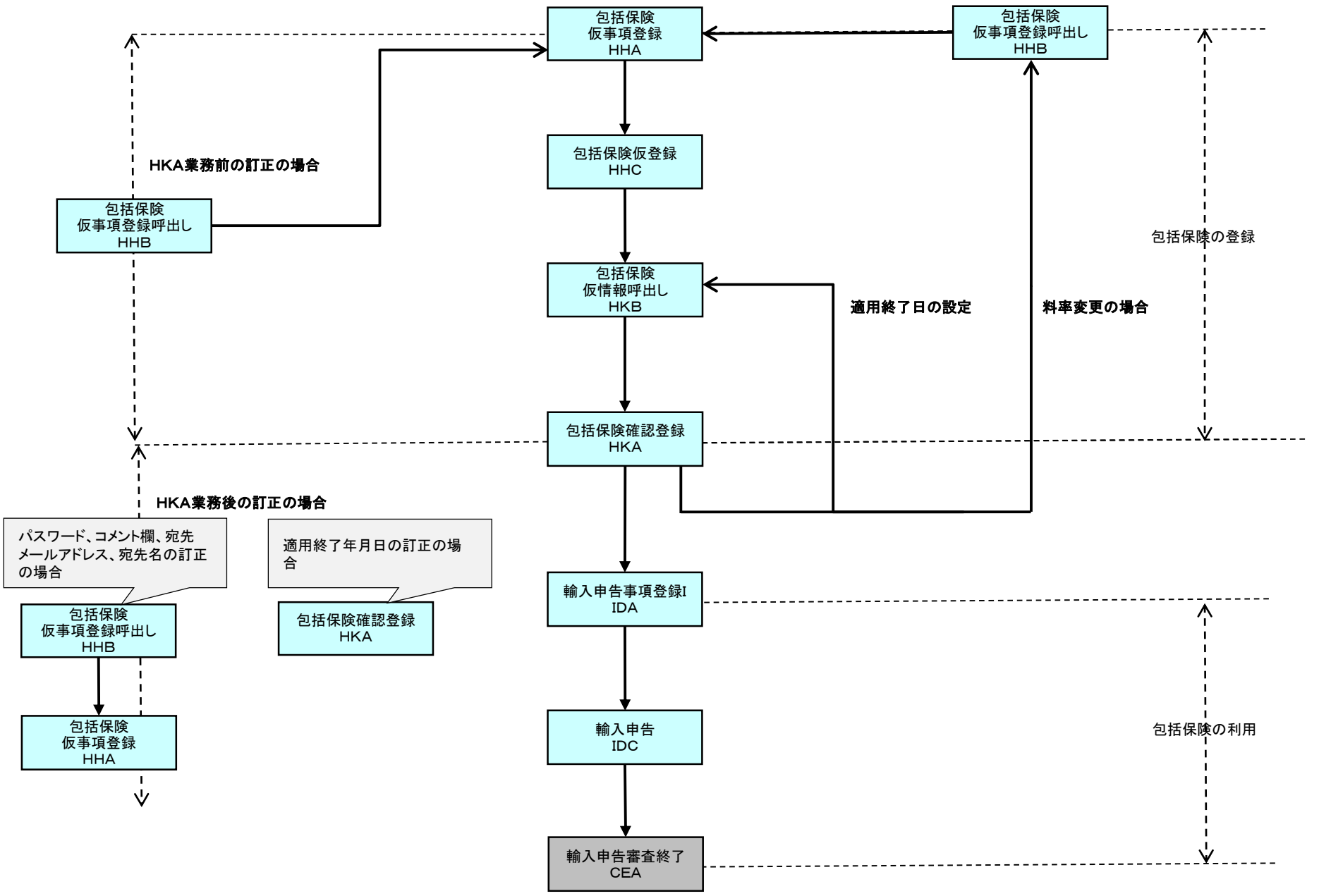損害保険関連業務の流れ