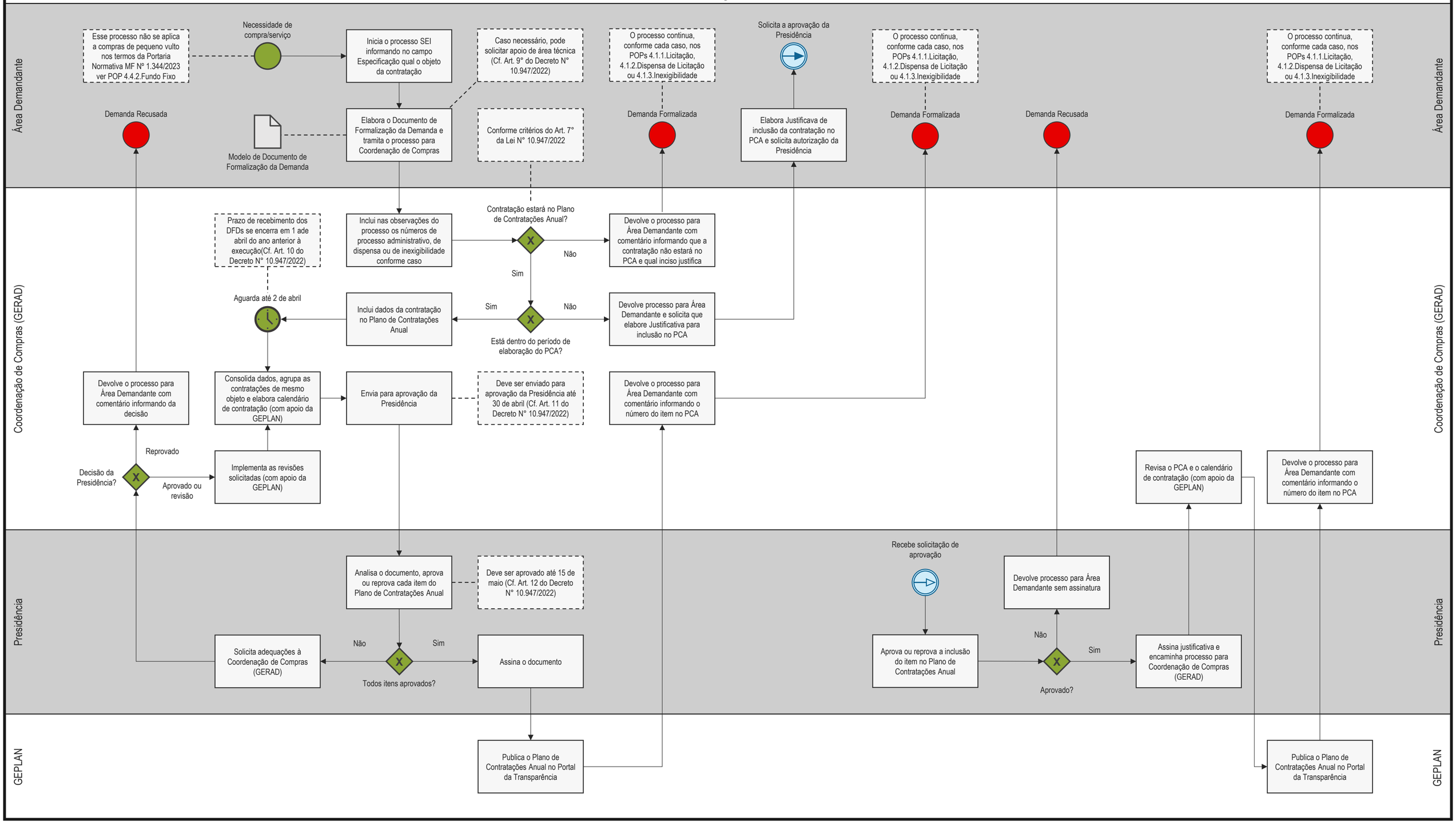4.1.5.Formalização da Demanda