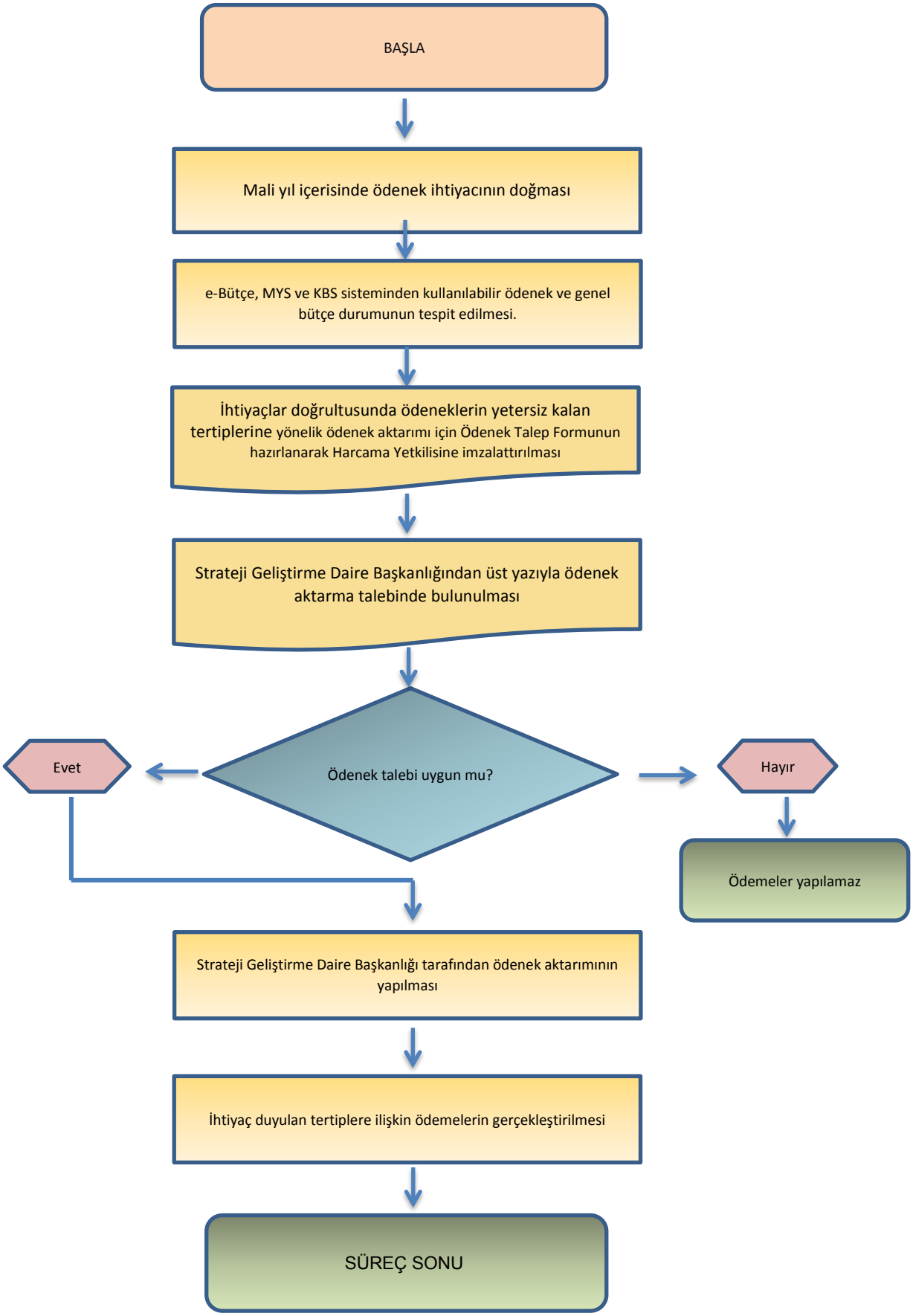ÖDENEK TALEBİ İŞLEMLERİ