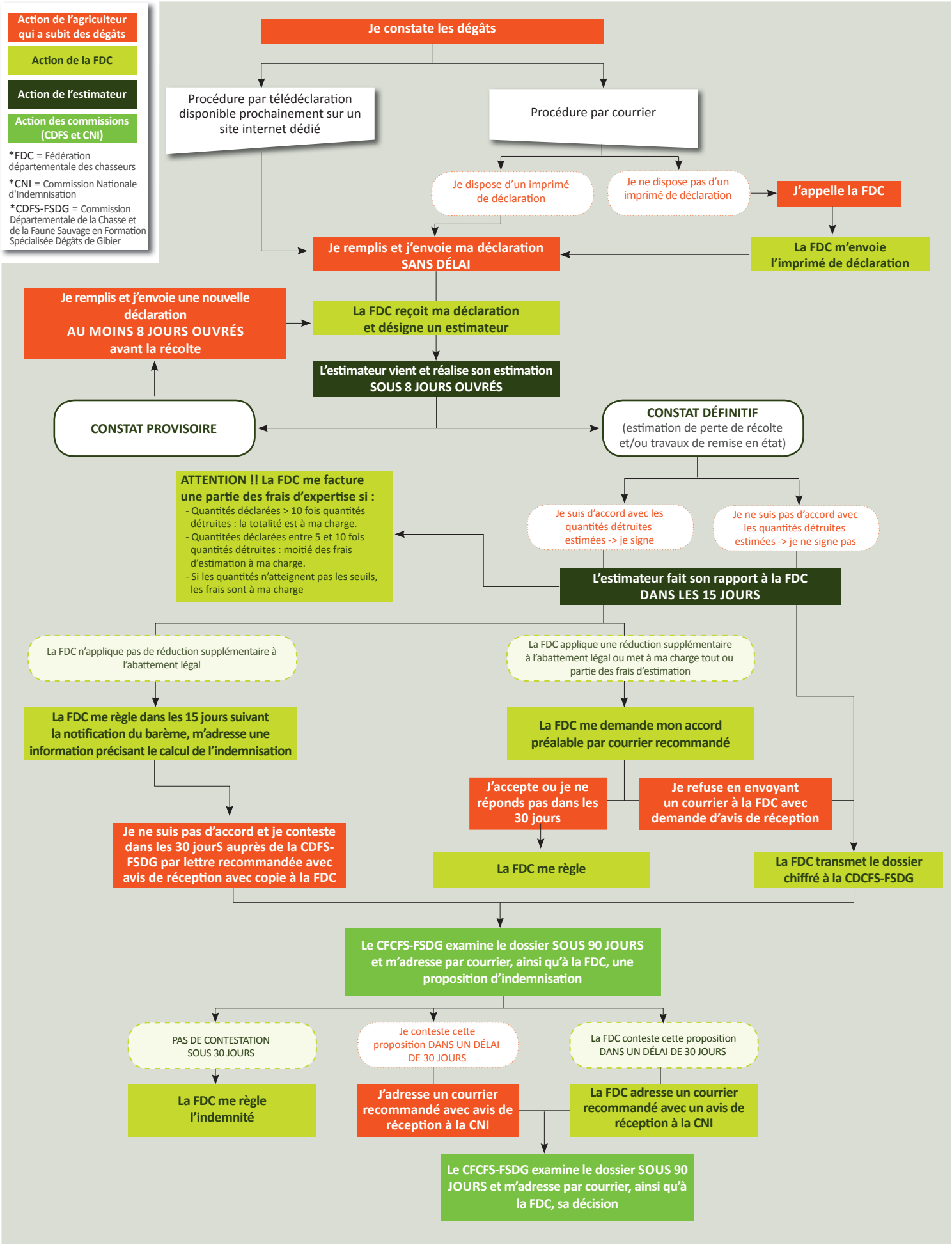Bien comprendre la procédure d'indemnisation