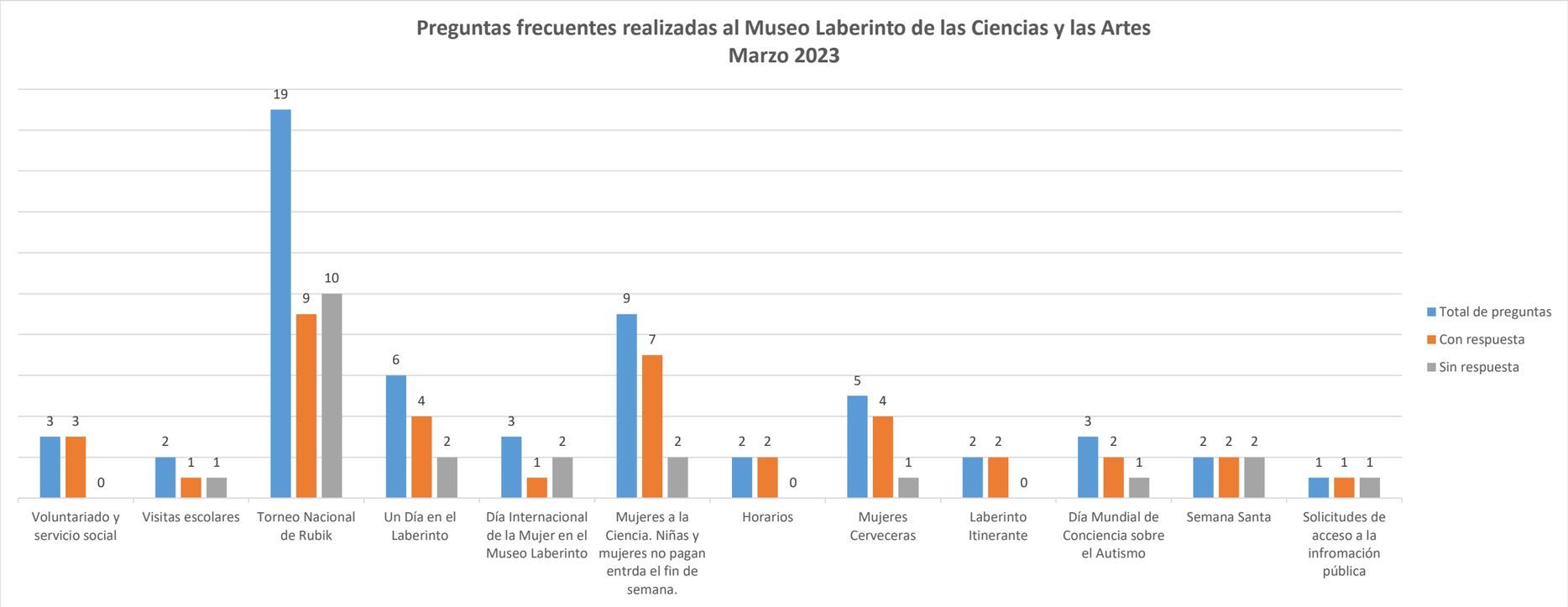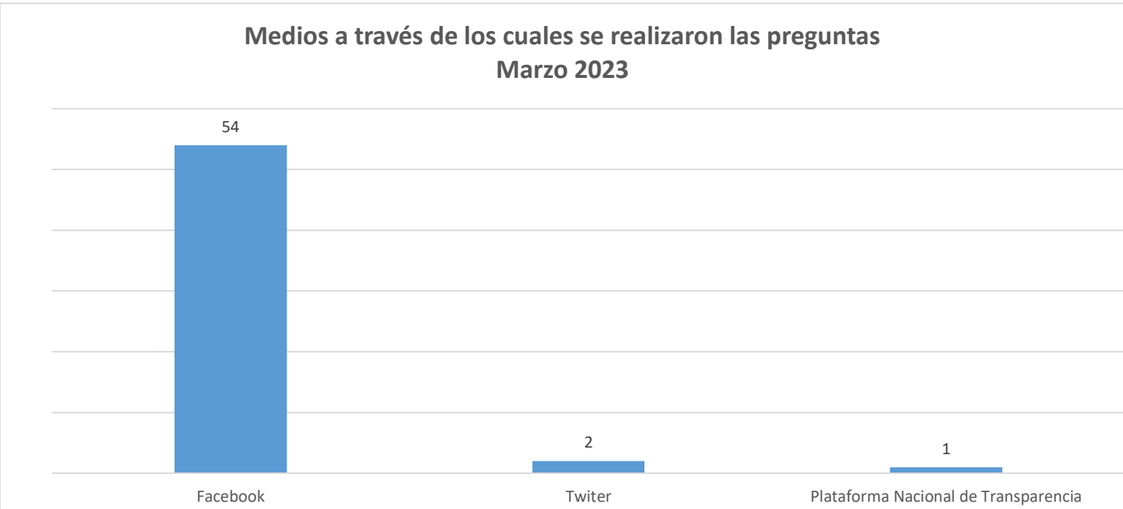Informe estadístico sobre preguntas frecuentes