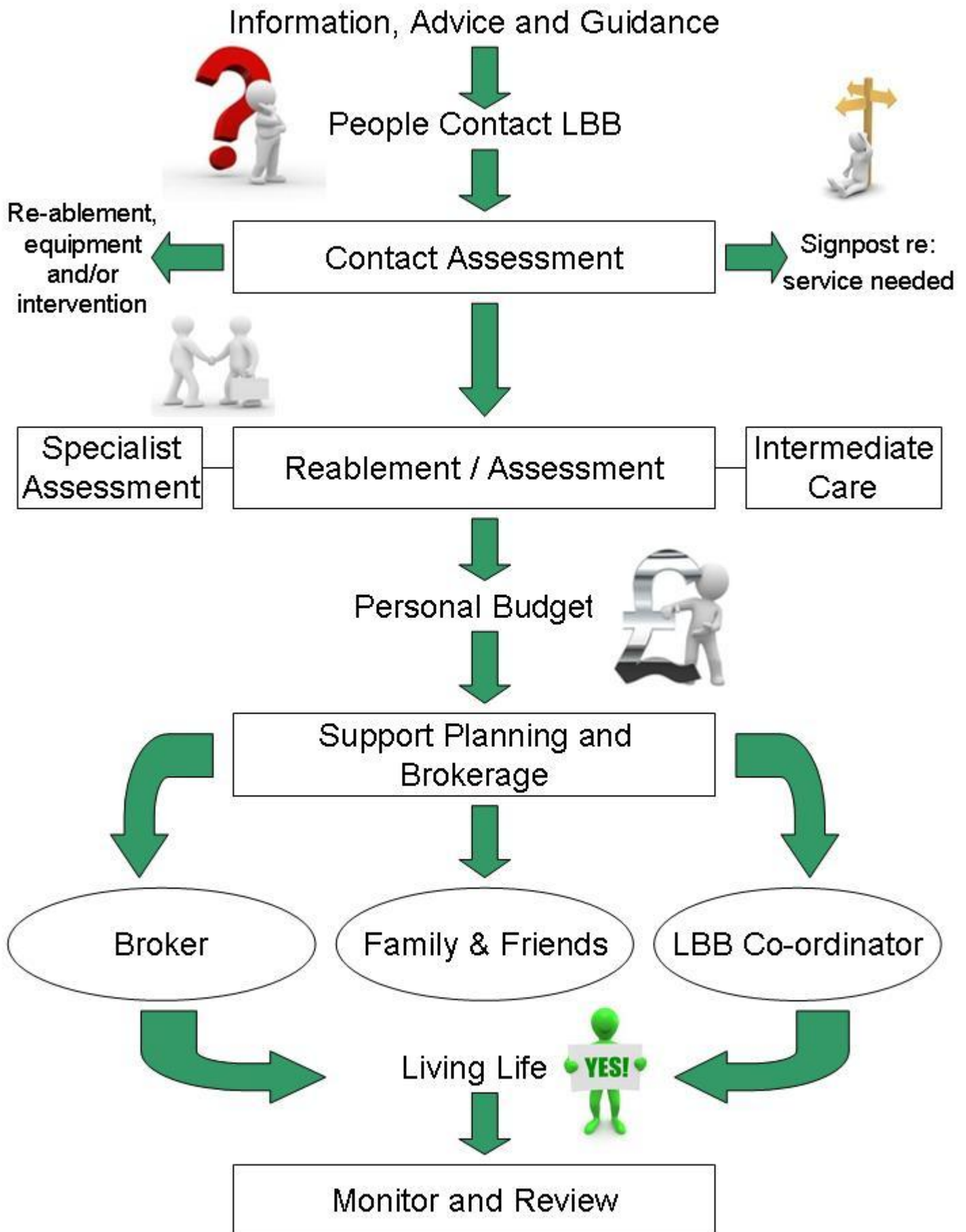


Appendix 1 The Customer Journey



Appendix 2 Previous Structure

