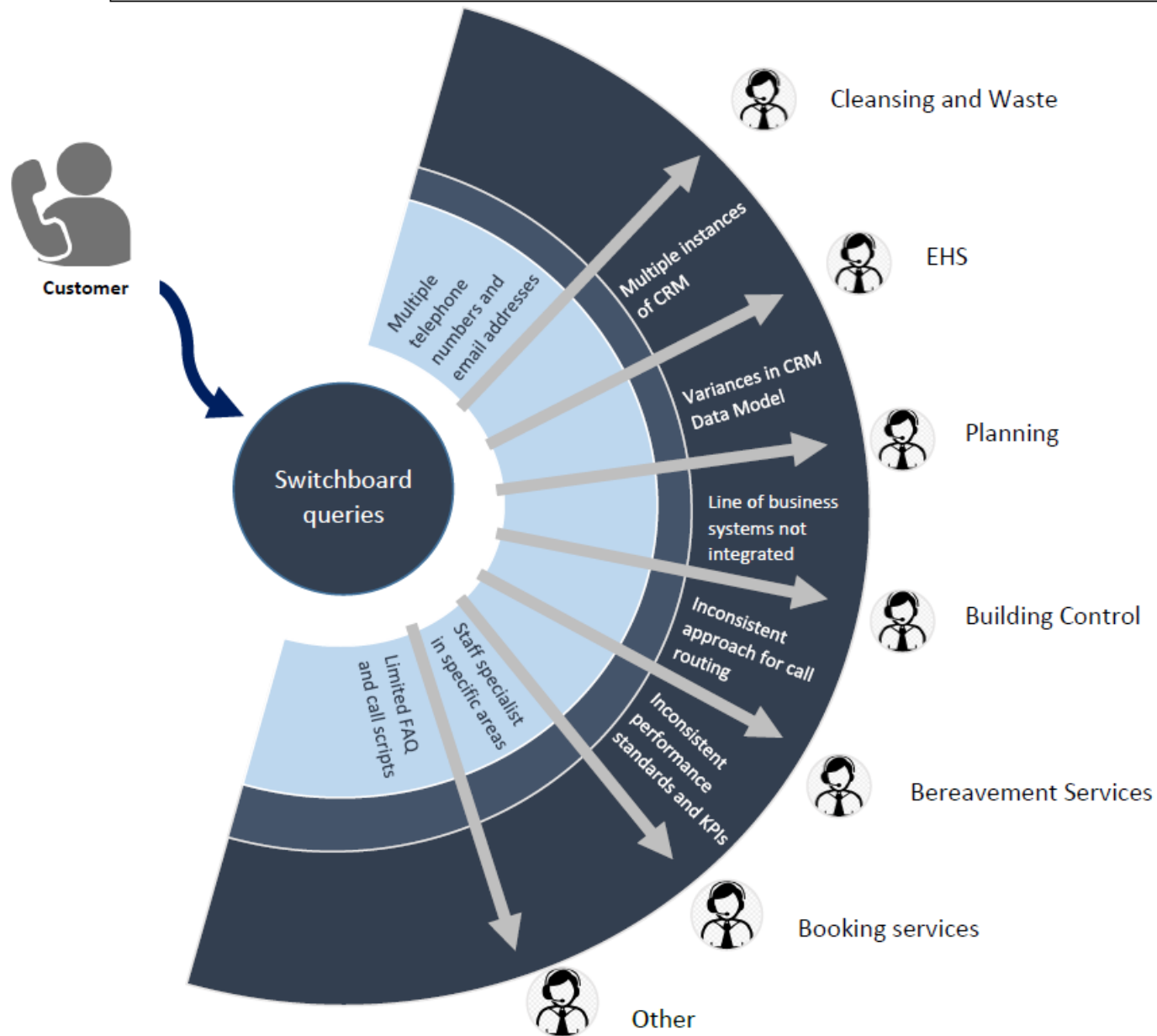
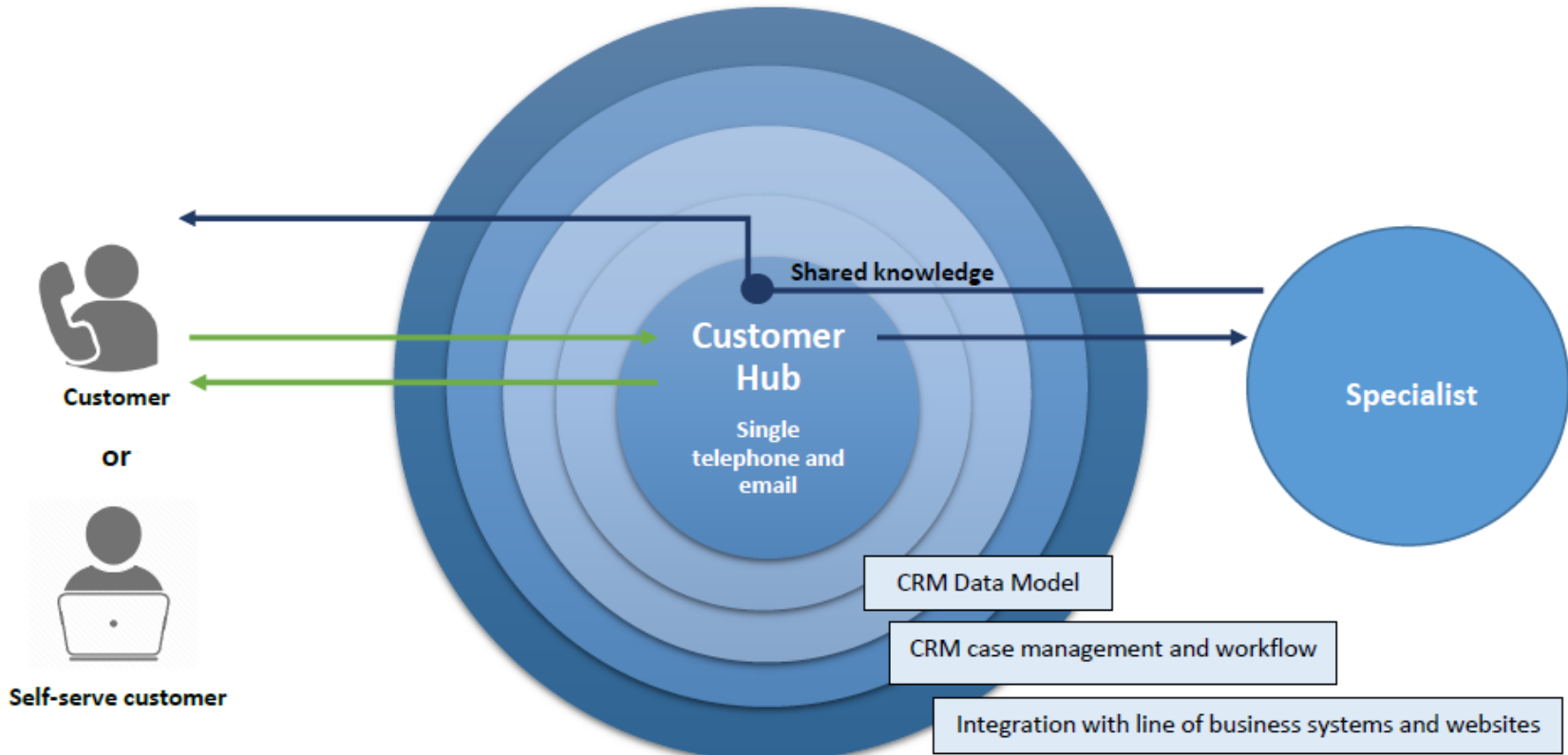


Appendix 4 – Customer Focus Implementation Approach

As is – Customer Contact Overview – January 2019



Customer Hub – March 2021



Standard components

Cross skilled staff

Performance standards and KPIs

Appropriate call and email routing

Knowledge base, FAQs and call scripts