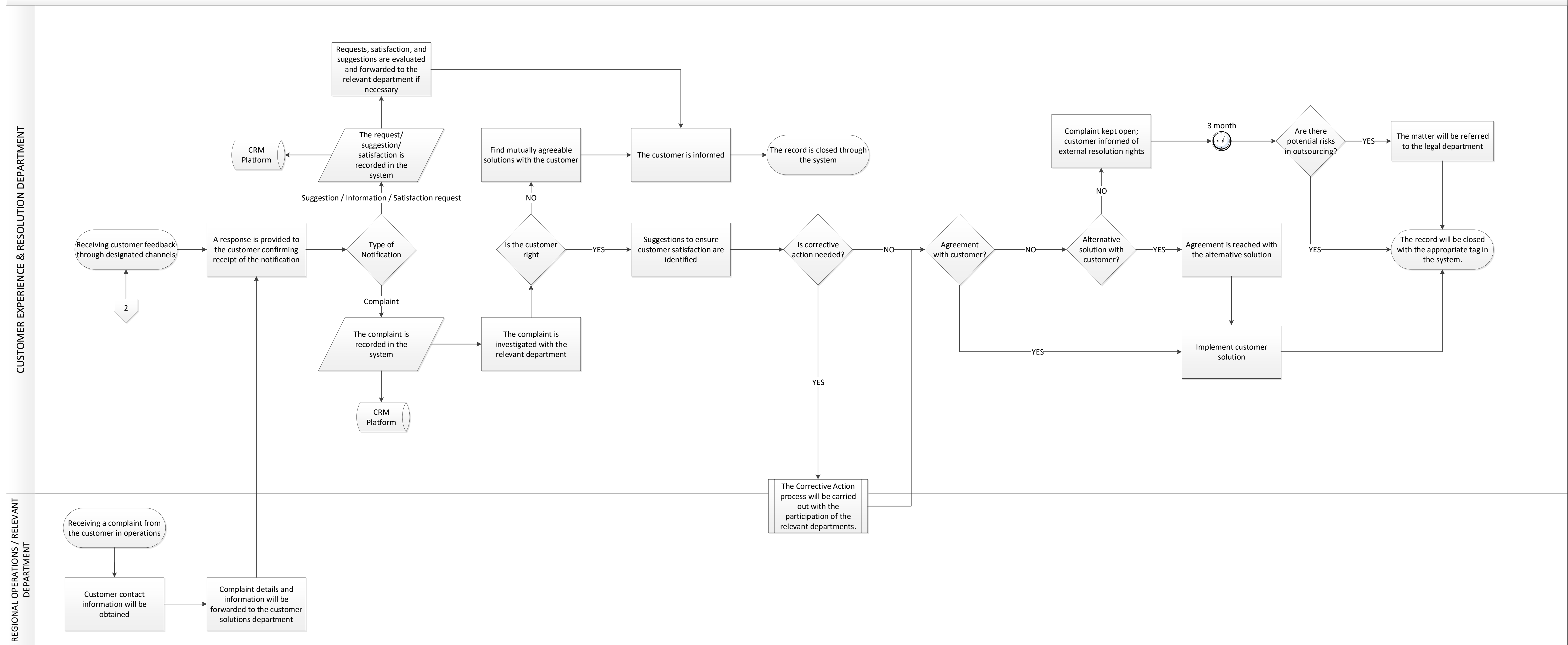


CUSTOMER RESOLUTION & NOTIFICATION HANDLING PROCESS MAP



Personal data entry (customer) occurs in the process. The data is recorded and processed. (customer)

Data sharing occurs in the process (CRM Platform, IT, Cloud4Feed, relevant suppliers).