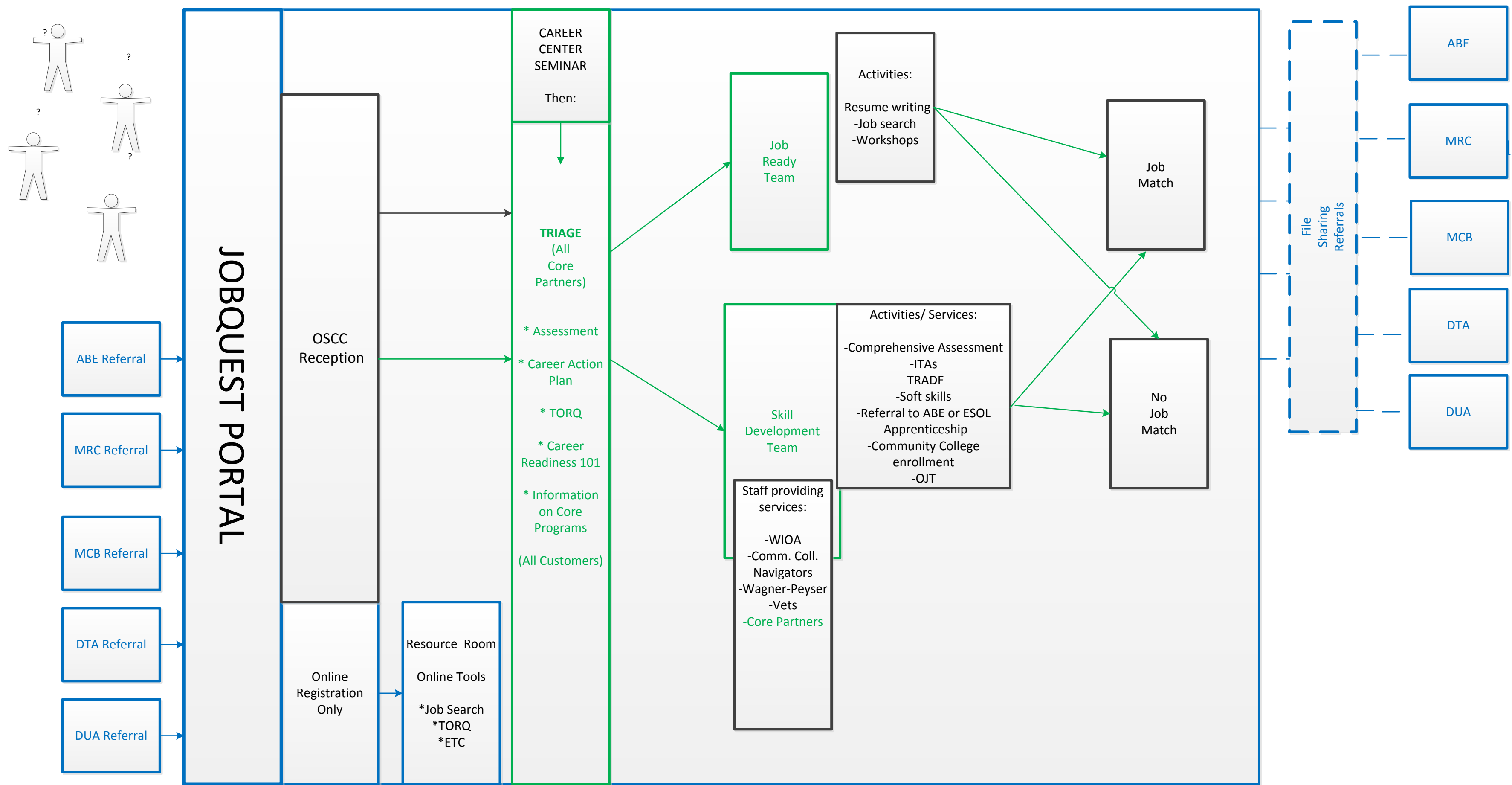


NEW CUSTOMER FLOW AND CUSTOMER TRIAGE



Legend:

- Anything blue = New IT Interface
- Anything green = New Staffing / Customer Flow Redesign
- Anything black = Exists Today

Note on Reporting: Any reporting/matching which utilizes confidential UI data will be matched and reported through DUA to the extent allowed under Massachusetts law.