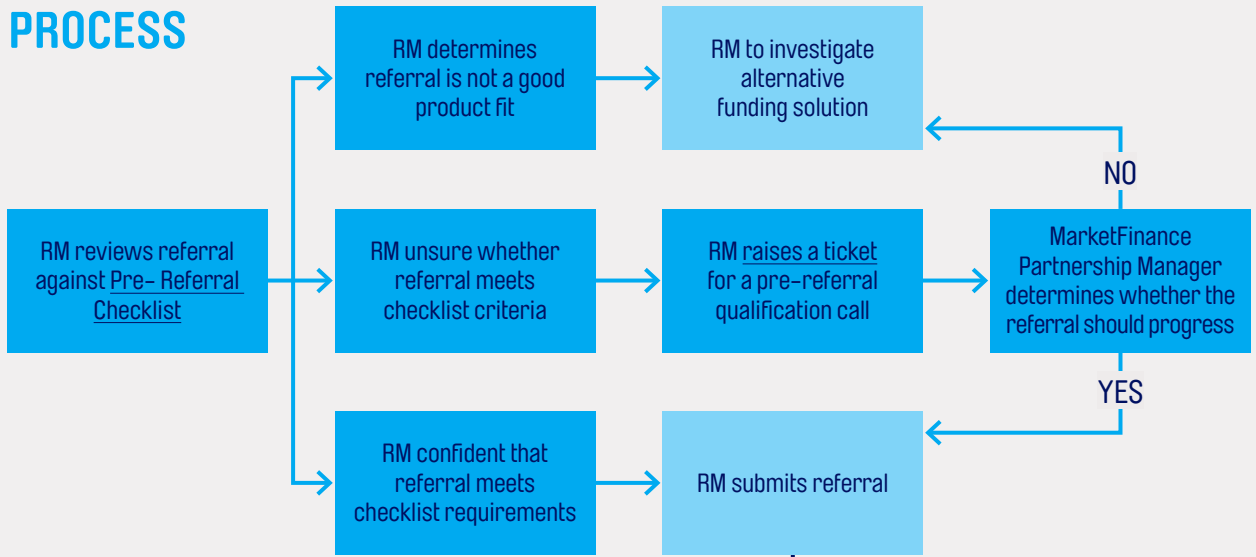
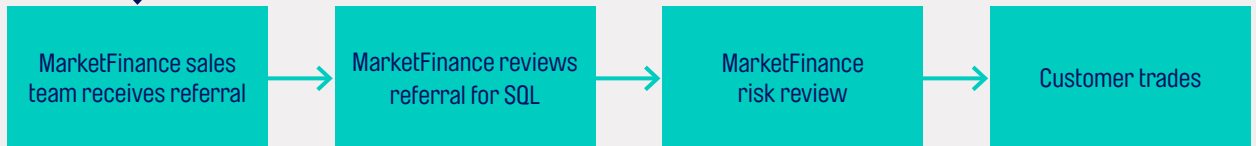


REFERRAL PROCESS AND SLAs

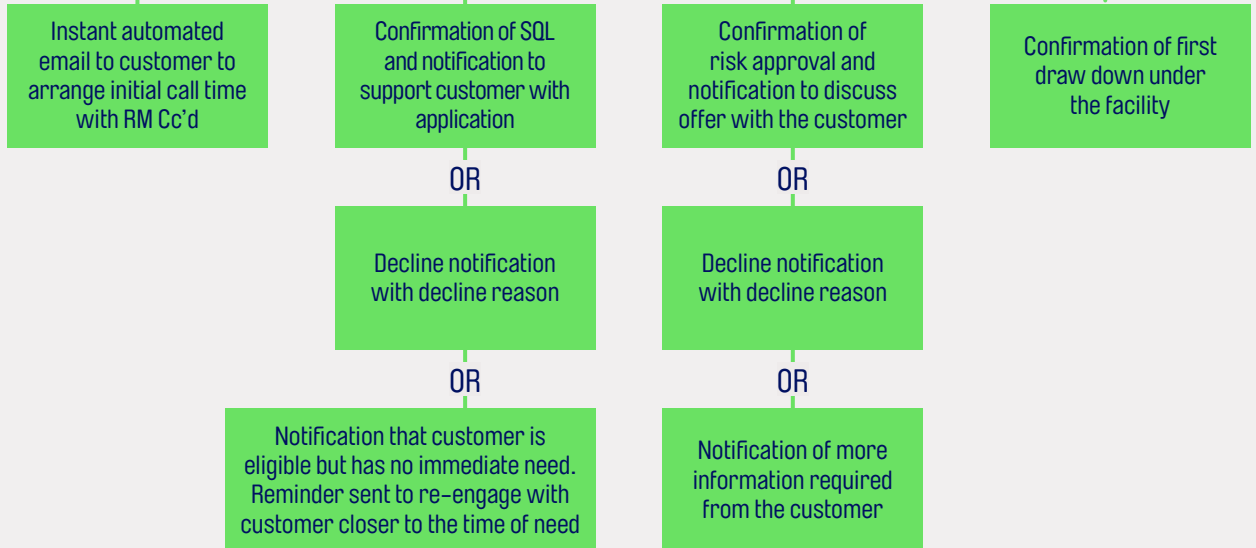
REFERRAL JOURNEY



SALES JOURNEY



RM CONTACT POINTS



CUSTOMER CONTACT JOURNEY

	24 HOURS	48 HOURS	DAY 5	DAY 7
CUSTOMER CONTACT POINTS	Call and, if no answer, follow up email with RM Cc'd	Call and, if no answer, follow up email with RM Cc'd	Call and, if no answer, follow up email with RM Cc'd	Call and, if no answer, lead closure email with RM Cc'd