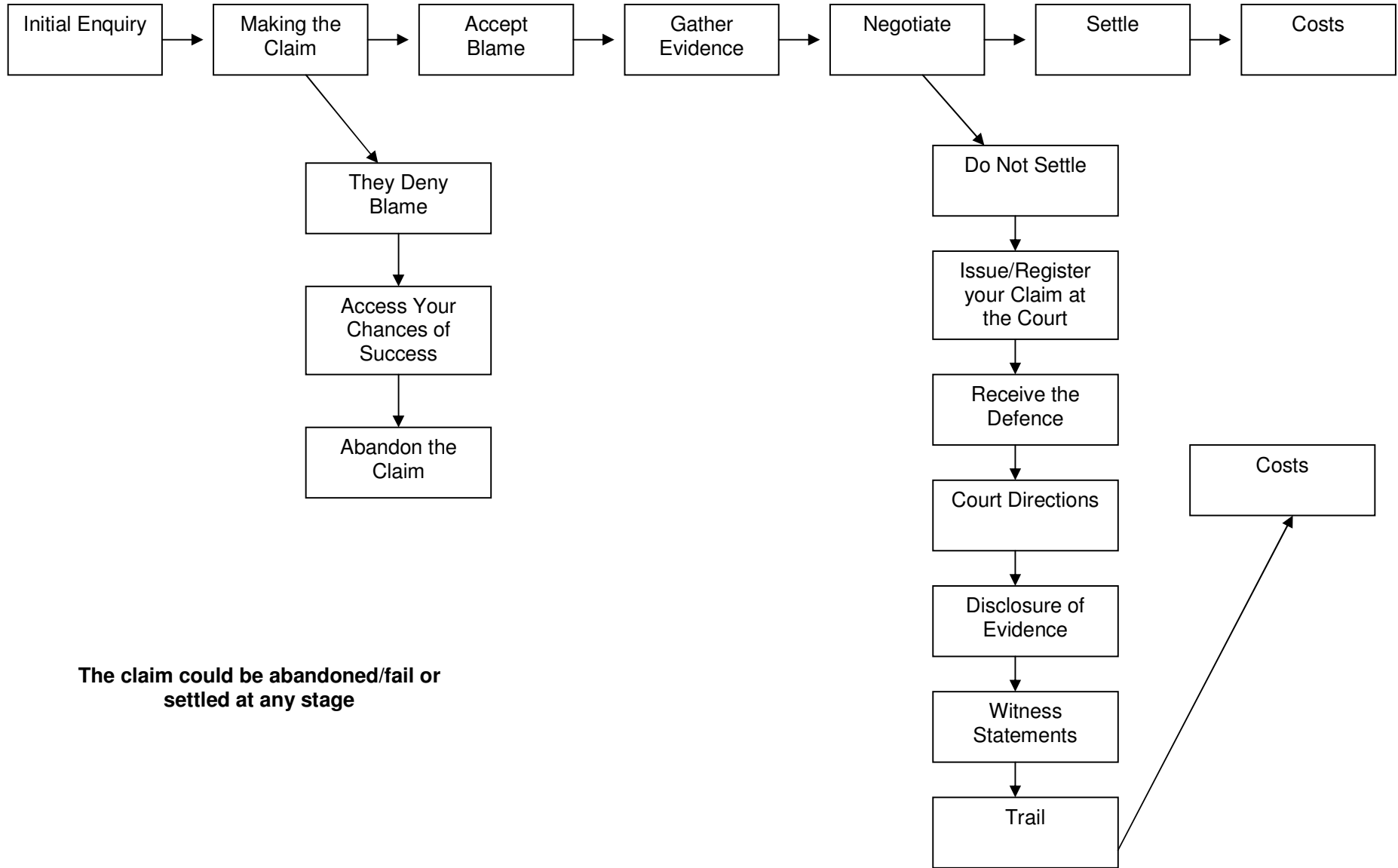


TYPICAL CLIENT JOURNEY



The claim could be abandoned/fail or settled at any stage