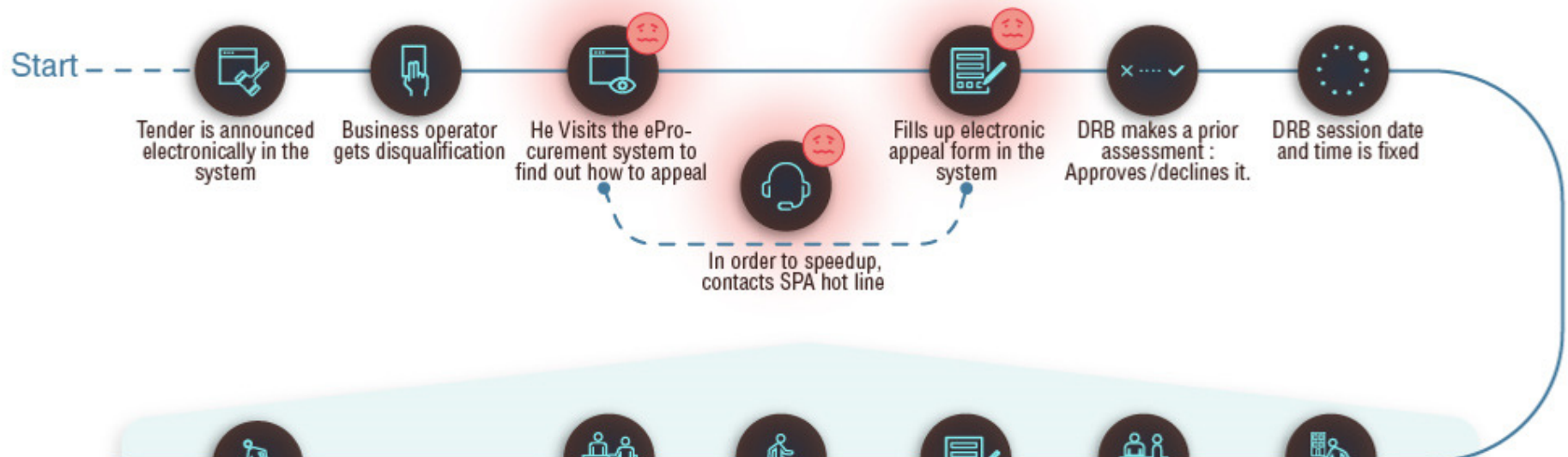


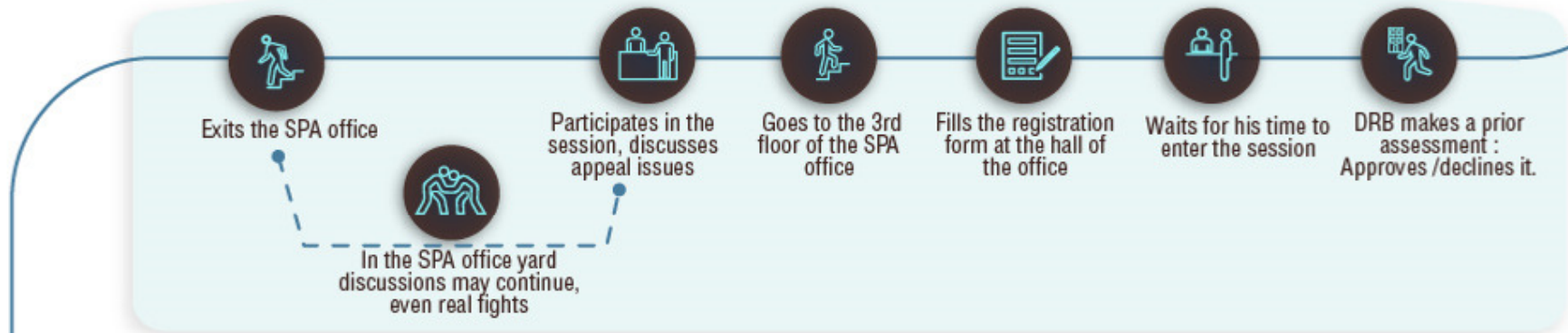
Dispute Resolution Board (SPA)

Current customer journey

1. Before the visit



2. In the SPA



3. After the visit

