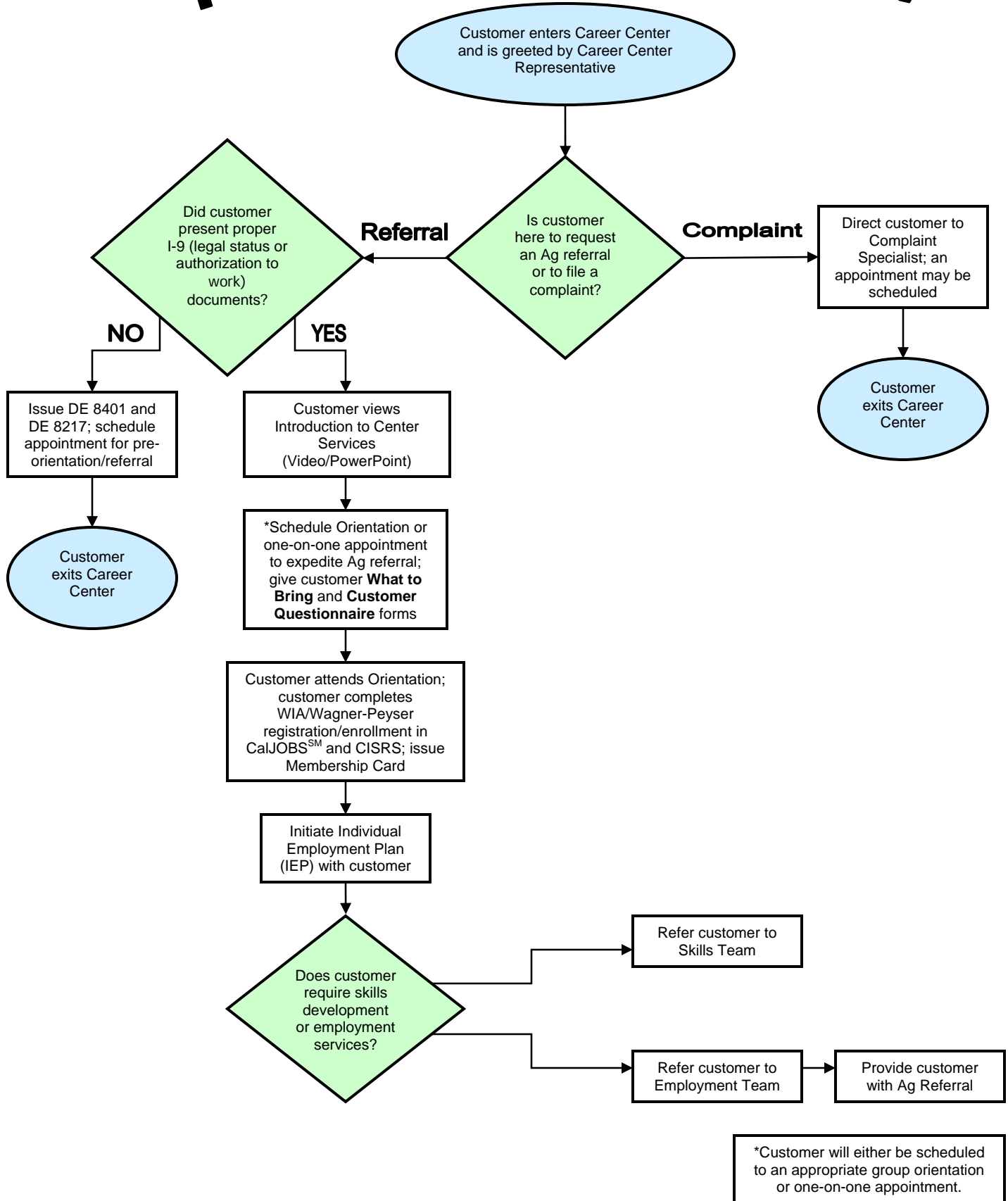


H2A Customer Flow



*Customer will either be scheduled to an appropriate group orientation or one-on-one appointment.