

Customer education and communication

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What's important to customers – education & communication



Customer education – what we'd like to explore

**New dedicated customer
online portal**



**Enhanced customer
channels & touchpoints**



**Integrated marketing
campaign**



Efficient & accessible communication— what we'd like to explore

Accessible communications across all
channels & in multiple languages



Upgrading customer systems to allow for
near real-time communications and two-way
SMS chat



Customer education and accessible communication

What are the top priorities for driving customer education and accessible communication you want us to drive?

What other options would you like us to do to support customer education and accessible communication?

