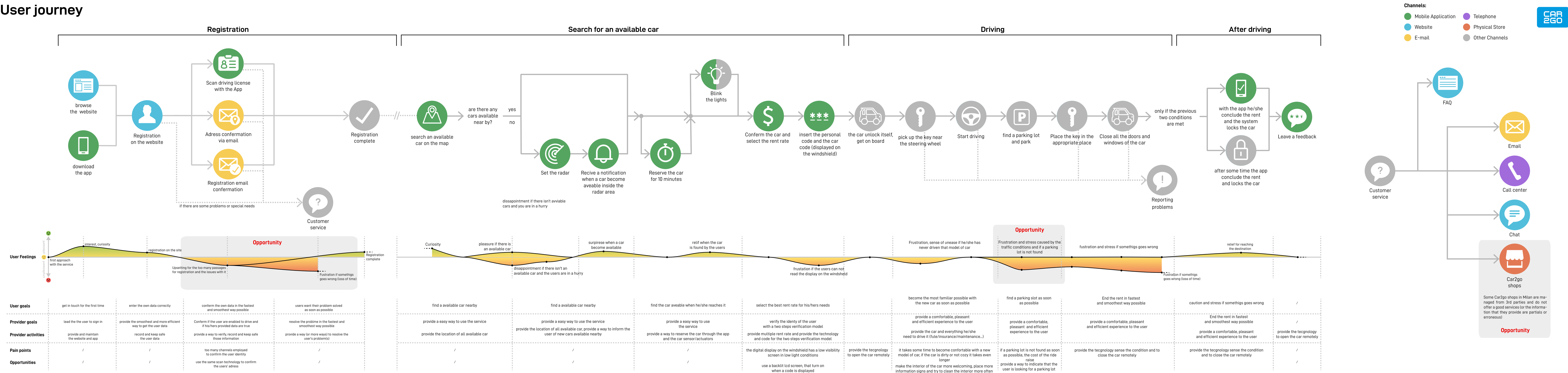


User journey



User journey

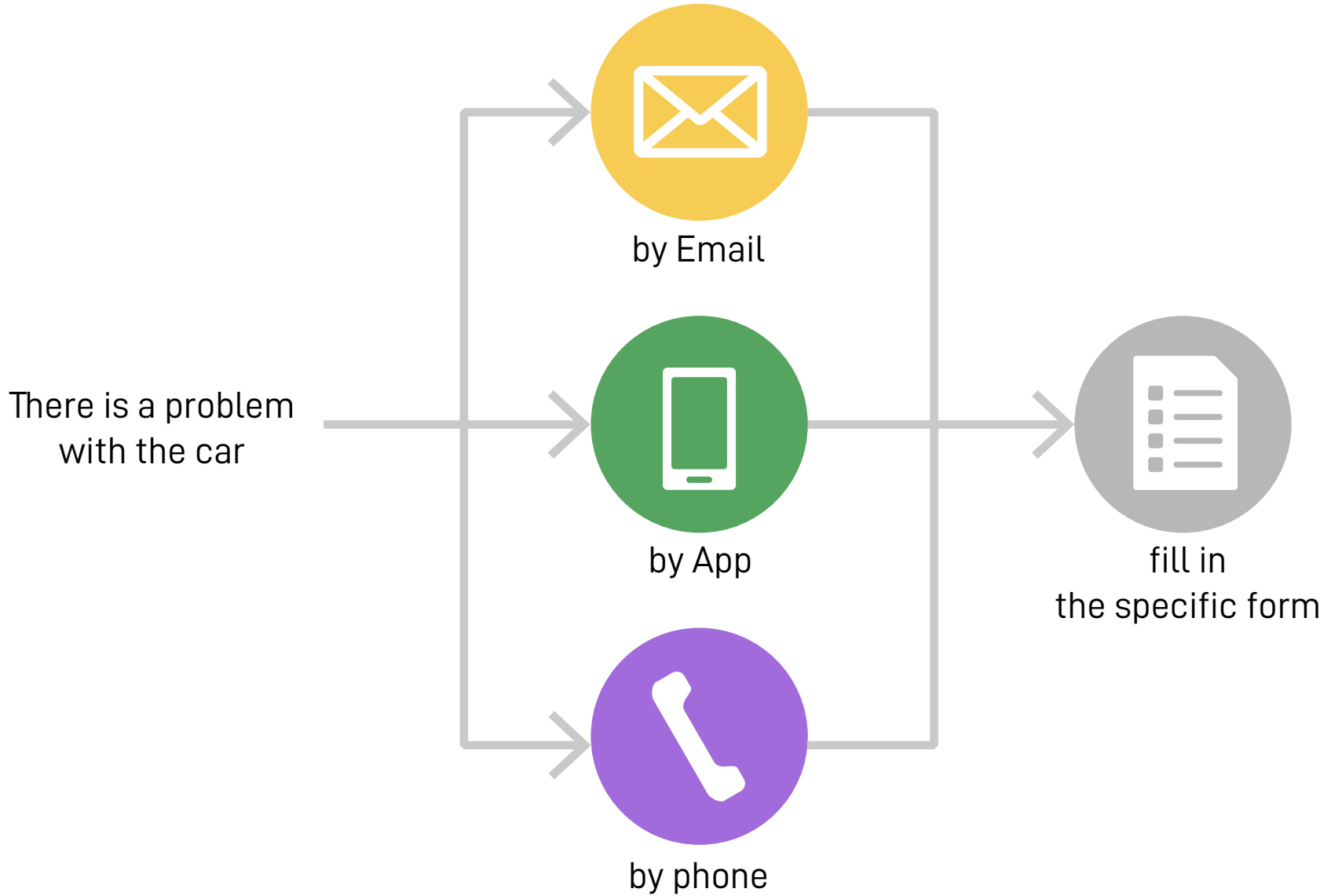
other phases: Cunstomer service, Reporting problems & Personal data consultation

Channels:

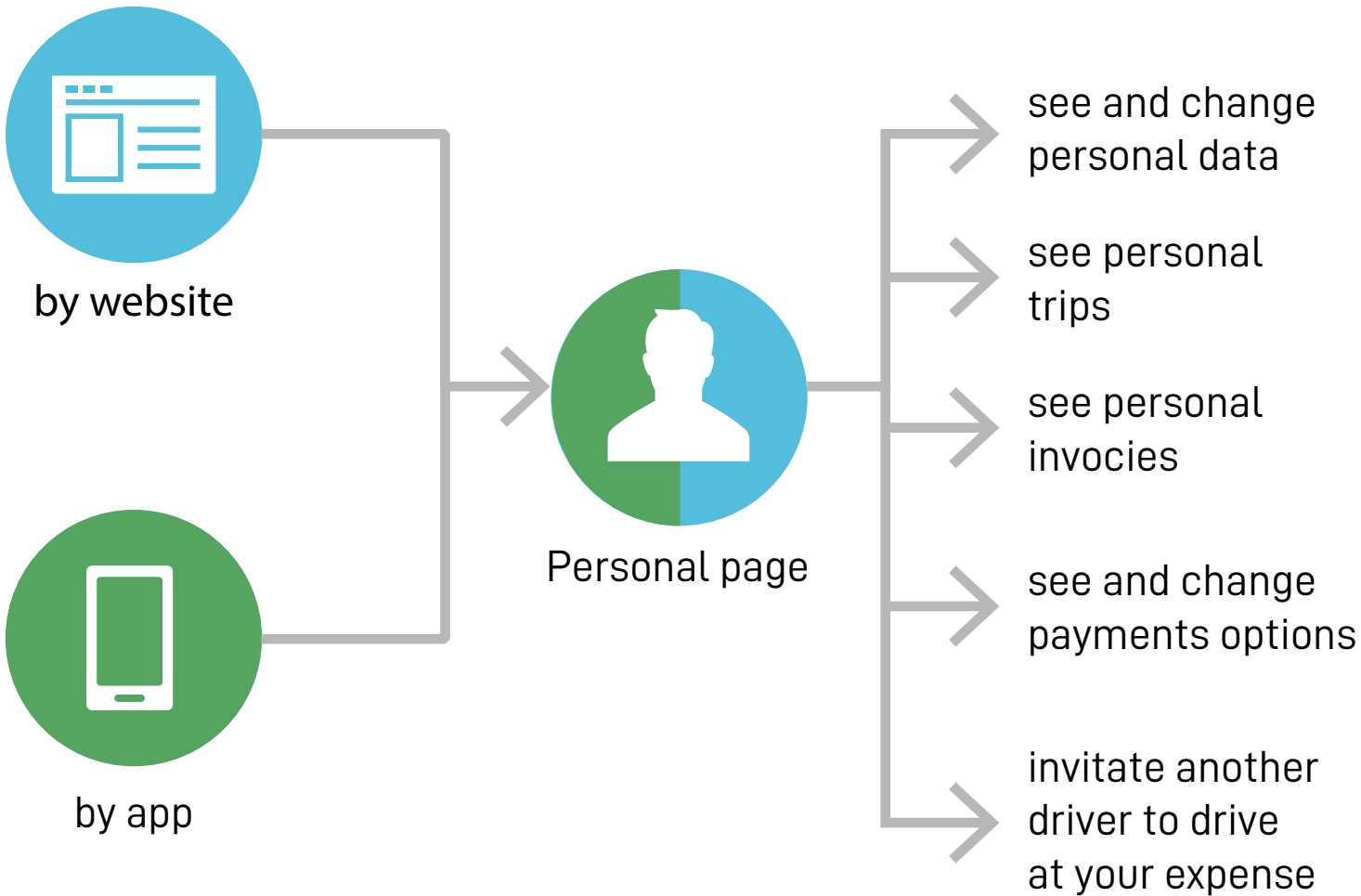
- Mobile Application
- Website
- E-mail
- Telephone
- Physical Store
- Other Channels



Reporting problems



Personal data consultation



User journey

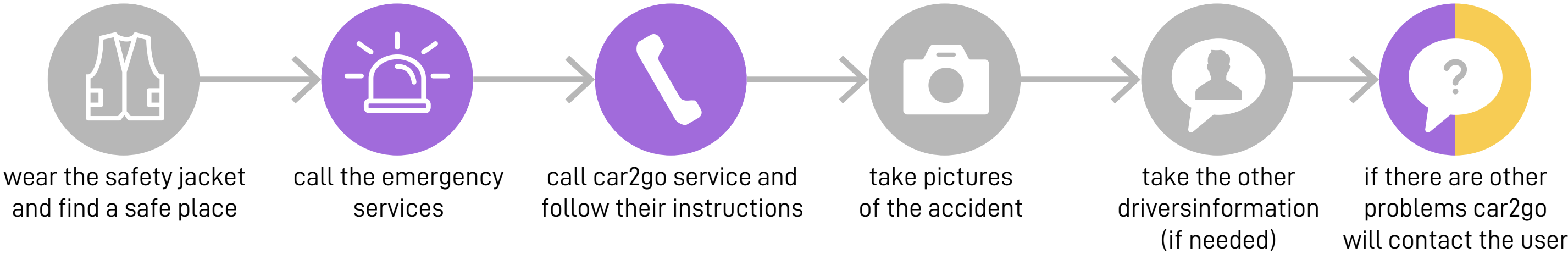
other phases: Road accident & Refueling

Channels:

- Mobile Application
- Website
- E-mail
- Telephone
- Physical Store
- Other Channels



in case of road accident



Refueling

