Customer Meeting (20.1.2021)

**CUSTOMER FEEDBACK**

* Louise appreciates we thought of Forgot Password and T&Cs and Privacy
* Vilo Sky and American Express are busy so another pathway will be coming in the next week
* Vilo Sky E-mail address. They do have an [info@vilosky.com](mailto:info@vilosky.com) so if we could use that for Forgot Password would be good
* Vector graphics will be sent soon.

**Marker Guidance**

* Liked the agenda and how the meeting went
* Good explanation of progress and liked the demo
* Great to see coverage of issues and missed objectives
* Liked the prepared questions
* The live demo was unstructured.
* Didn’t like that we showed the ER without an explanation.
* Show delivery plan next time.
* Consider both a risk and priority for your future planned tasks.
* Trying to give the customer enough information that would enable dialogue between us and them about the next steps.