

### Fase 1

Customer make contact or use Web for communication

### Fase 2

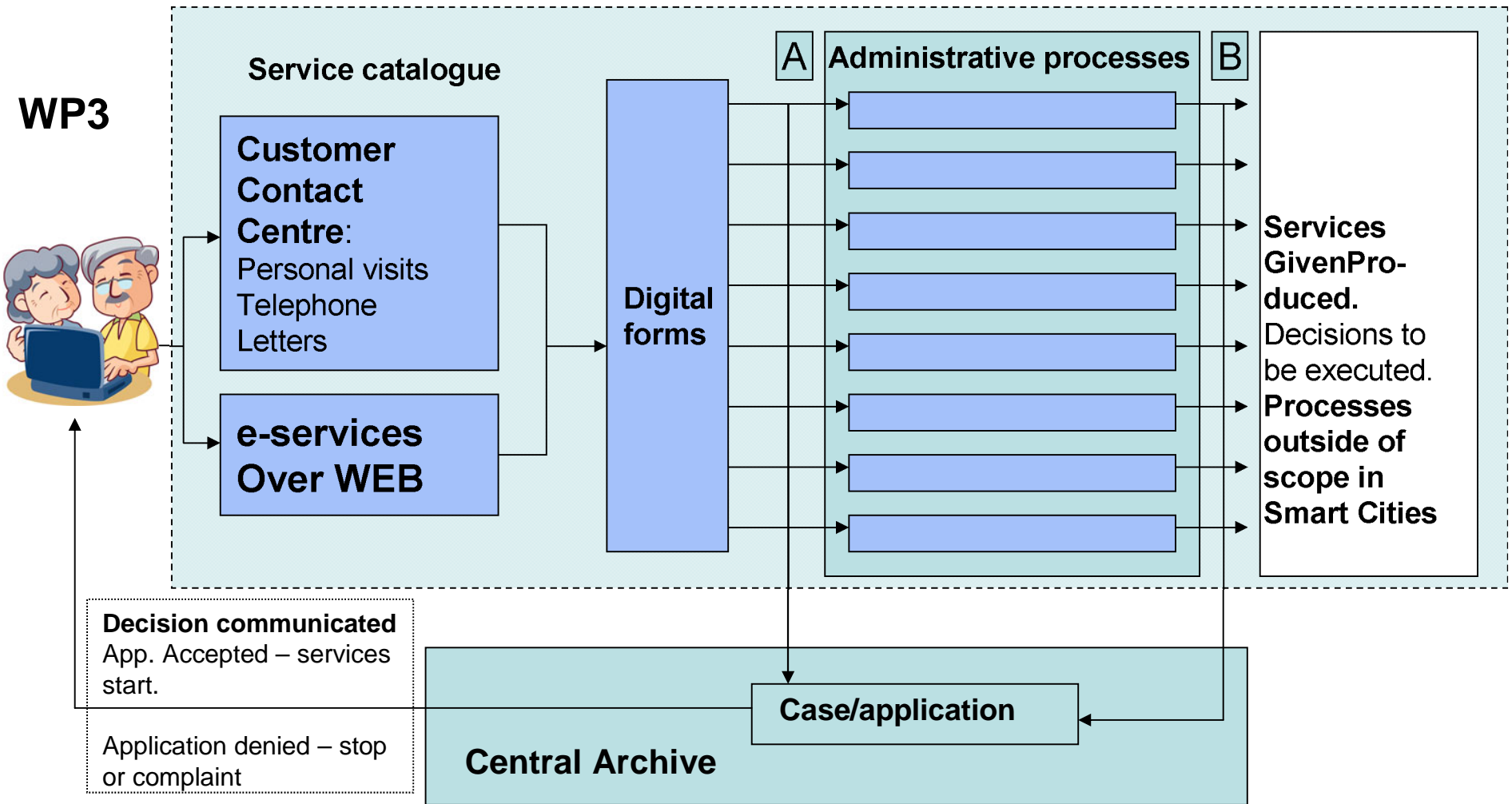
CCC or web solution fill in Digital forms, build in Accordance with Service Described in Service declaration

### Fase 3

Administrative processes put to work handling the information given in order to provide a decision in accordance with laws and regulations.

### Fase 4

Give service according to decisions



**A** Application received, receipt given

**B** Decision reached and communicated, adm work finished