

Research  
online

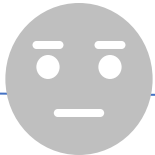
Book Flight

Receive  
Email conformation

Decline Travel  
Insurance

Biweekly Email  
Communciations

Expectation



Online Sign-in

Call to CS (res #)

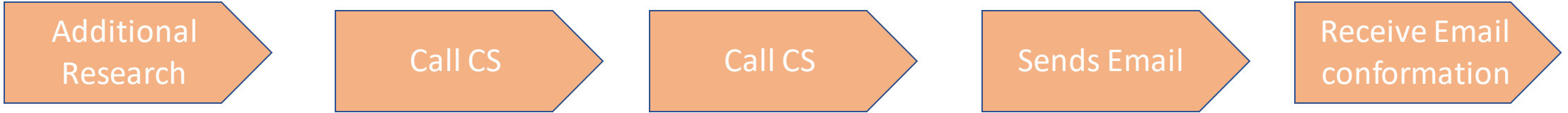
Call to CS (docs)

Email prompt

Call CS

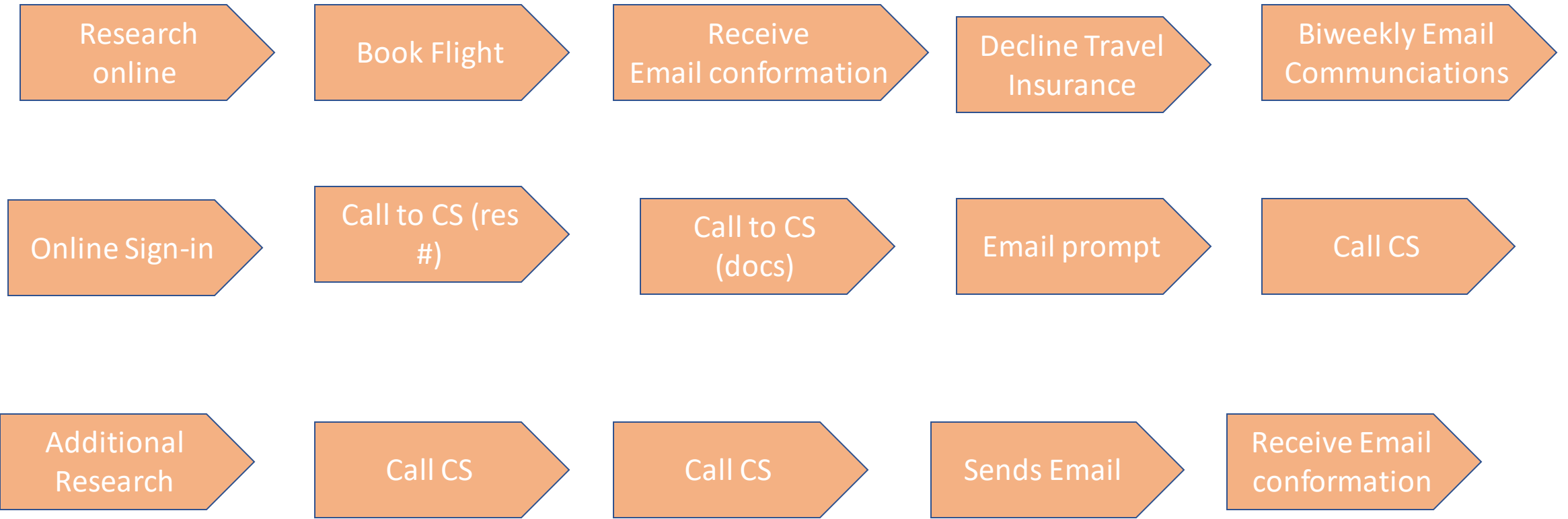
Expectation





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Call to CS (res  
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Call to CS  
(docs)

Email prompt

Call CS

Additional  
Research

Call CS

Call CS

Sends Email

Receive Email  
conformation