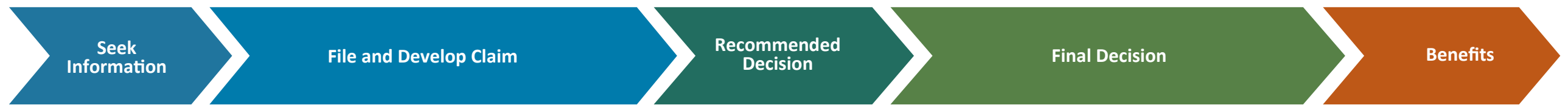


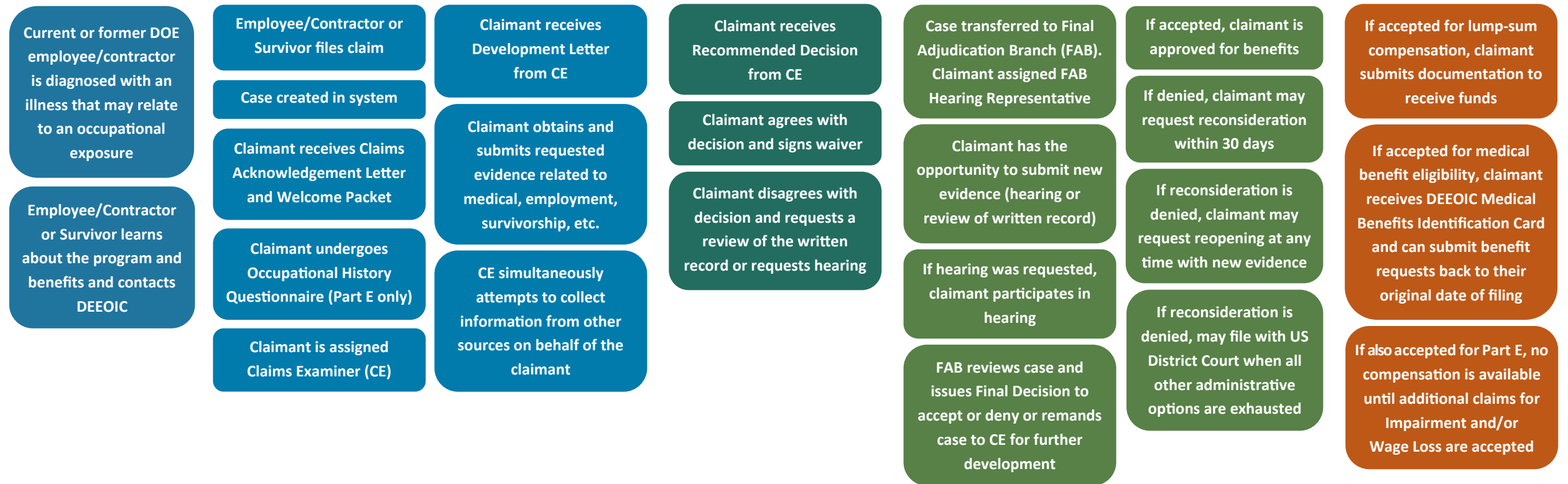
# DIVISION OF ENERGY EMPLOYEES OCCUPATIONAL ILLNESS COMPENSATION

## Customer Journey Map — Part B Lump-Sum Compensation

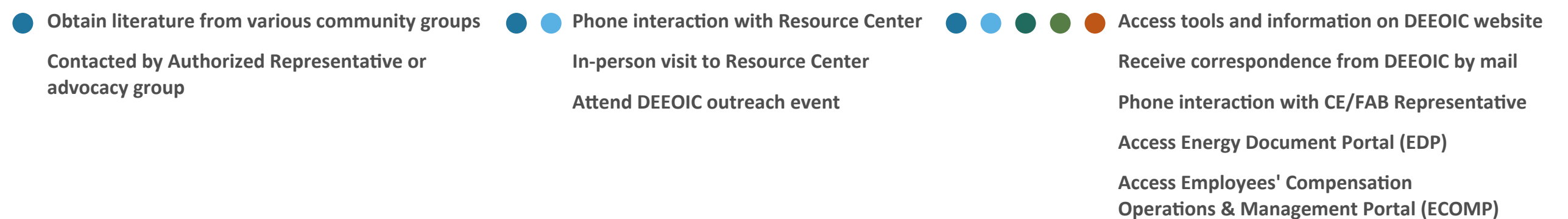
### Customer Stages



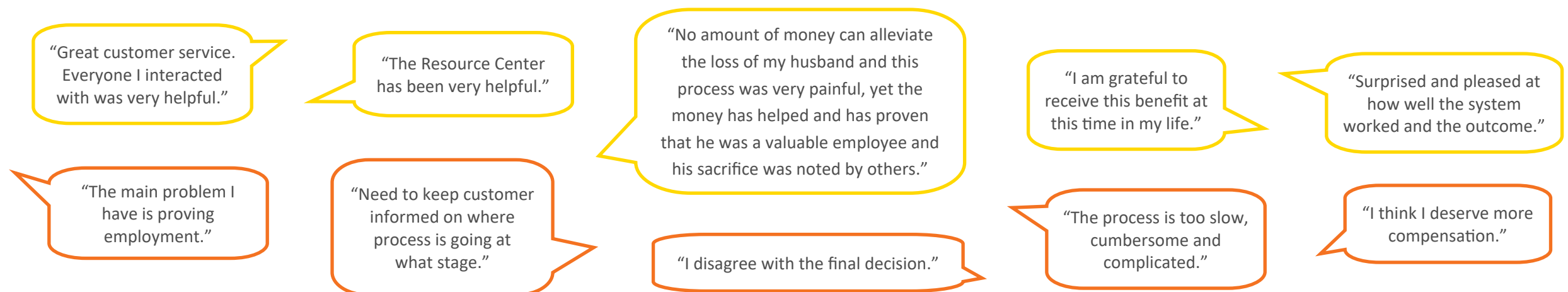
### Customer Steps



### Customer Touchpoints



### Bright Spots & Pain Points



Note: For many claimants, a Part E acceptance accompanies a Part B acceptance. The full Part E path as well as the steps for claimants utilizing medical benefits are not reflected here and will be shown on separate journey maps.