<u>Is your company signed-up to our</u> <u>Business e-Services portal?</u>

We want to make it easier to do business with us. In our <u>customer charter</u> we made the commitment to work with our customers to <u>improve our services</u>.

In spring 2020, we will launch a new intuitive and accessible portal interface that will help users manage their portal applications and correspondence in one central place.

To learn about the planned features, we would like to invite you to join our <u>live webinar</u> on Wednesday 11 Sep 2019 at 10:30am.

New features include:

- a planned consolidated view of multiple screens with one easy to use interface to manage portal applications
- all correspondence relating to these applications (notices, requisitions and letters sent to the user directly) will be viewable from this central interface
- an 'estimated completion date' based on our average completion times

Your feedback in this webinar will help shape future developments.

We're continuing to develop our services to make it easier and more intuitive to self-serve and increase speed of service for our customers.