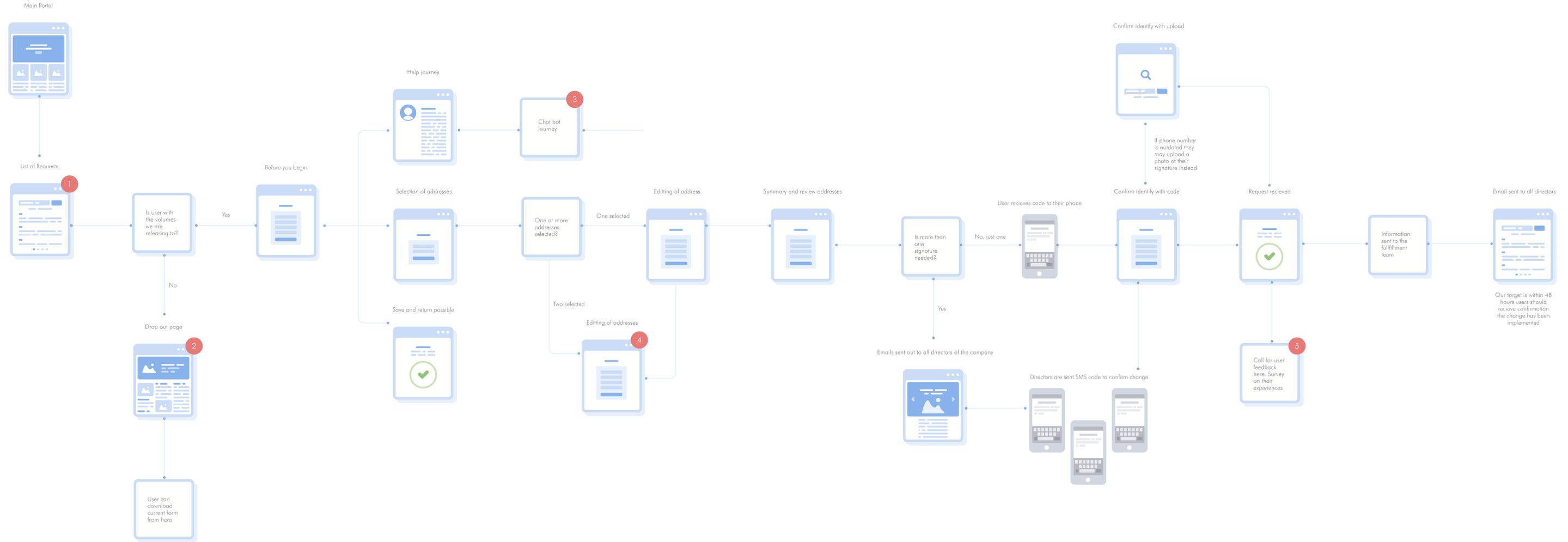


# Change of Address User Flows and Logic

## SMEs and BBs



### Talking points

- 1 Requests page: Unsure how this looks. We need to link up with other feature teams working on other request forms in order to design this page
- 2 Dropout: Initially we are only allowing the first 200 SME/BB users through to the new journey. Once we hit this cap the remaining users will be pushed onto a dropoff page where they can download the current form
- 3 Chatbot: This can be accessed at any point in the journey - we need to catch up with the team handling this incase there is an impact
- 4 Editing more than one address: More work is needed here as it is unclear how selecting more than one address might impact the design
- 5 As we are only releasing to a small percentage of our user base, it might be a good opportunity to request feedback at the end of the journey - work needed to be done on writing the survey questions