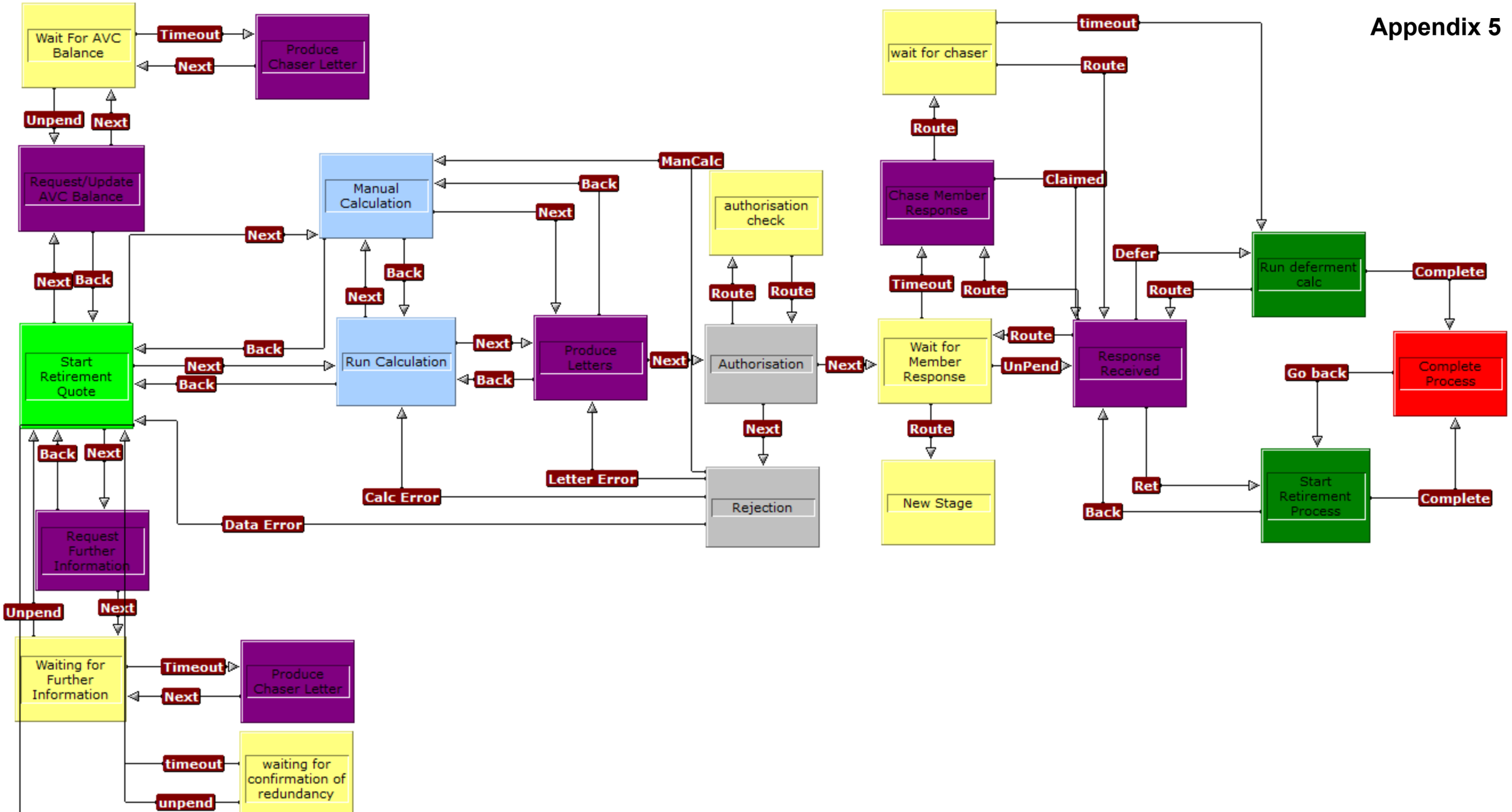
Appendix 5


Wait For AVC Balance
Timeout
Next
Produce Chaser Letter
Unpend
Next
Request/Update AVC Balance
Next
Back
Start Retirement Quote
Back
Next
Back
Manual Calculation
Next
Back
Next
Run Calculation
Next
Back
Produce Letters
ManCalc
Back
Next
Next
Back
Next
Request Further Information
Unpend
Next
Calc Error
Data Error
Letter Error
authorisation check
Route
Route
Authorisation
Next
Next
Rejection
Waiting for Further Information
Timeout
Next
Produce Chaser Letter
timeout
unpend
waiting for confirmation of redundancy
wait for chaser
timeout
Route
Route
Chase Member Response
Claimed
Timeout
Route
Wait for Member Response
Route
UnPend
Route
New Stage
Defer
Route
Response Received
Run deferment calc
Complete
Go back
Complete Process
Ret
Back
Start Retirement Process
Complete