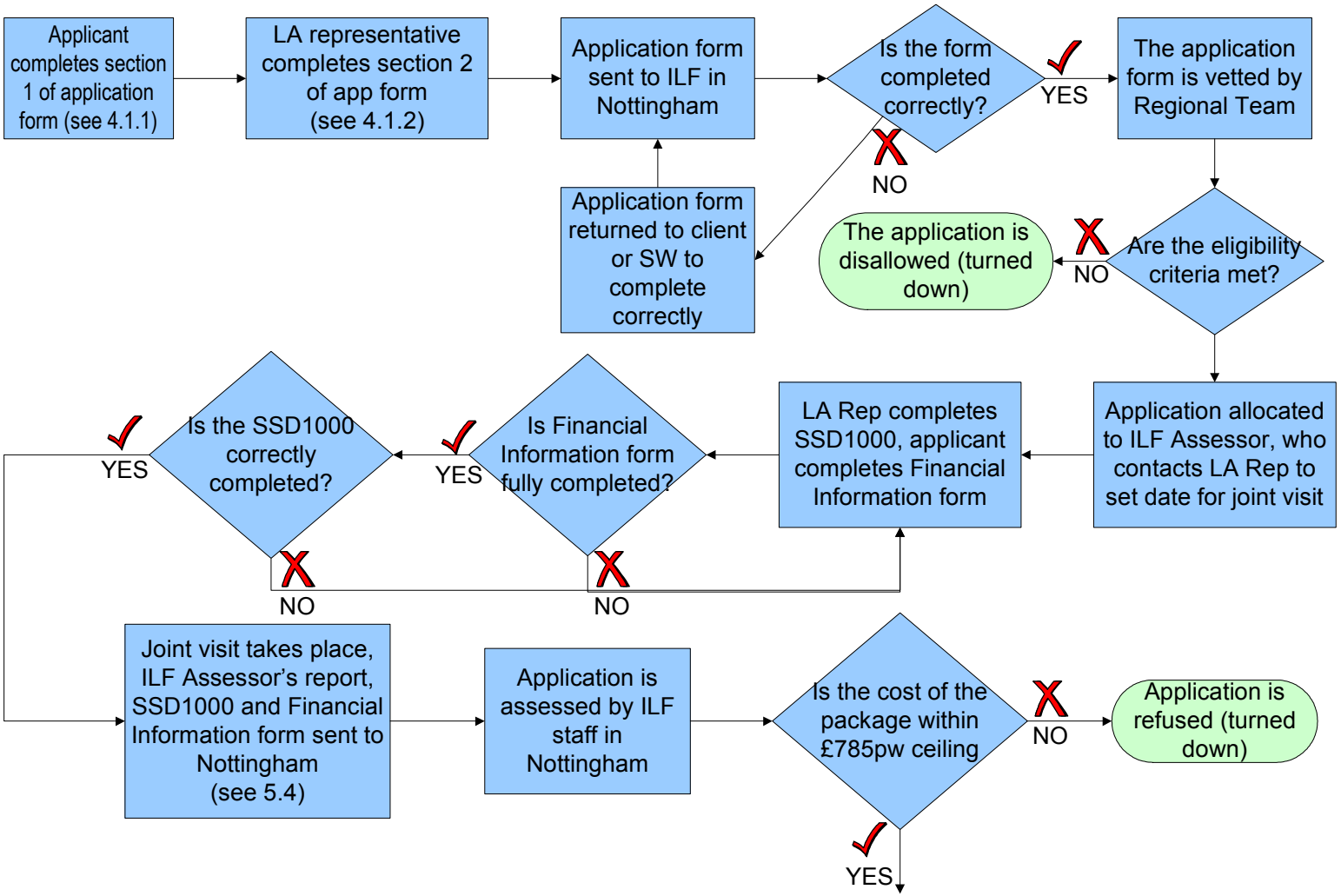
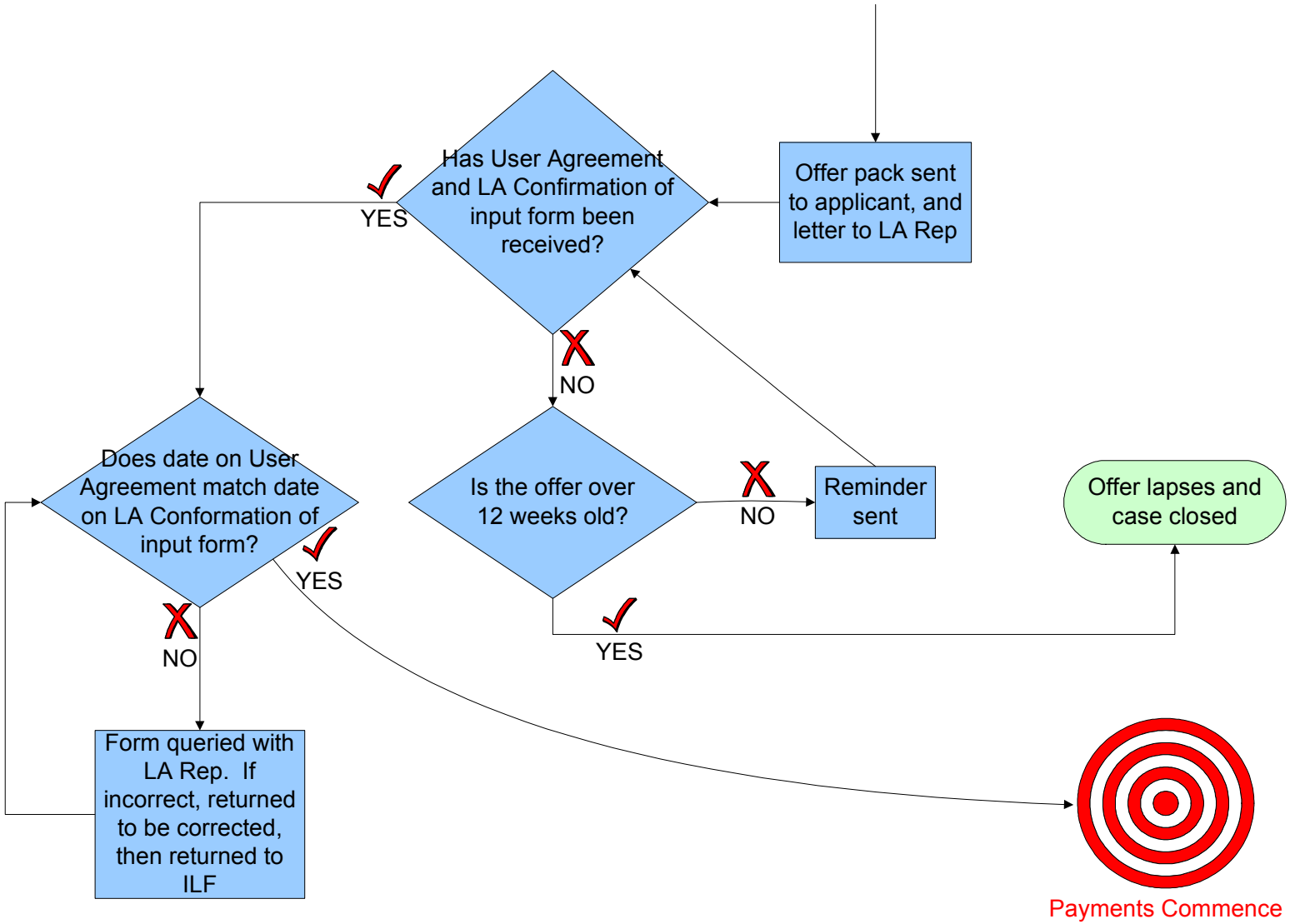
Appendix A: Application Process




Offer pack sent to applicant, and letter to LA Rep
Has User Agreement and LA Confirmation of input form been received?
YES
NO
Is the offer over 12 weeks old?
NO
Reminder sent
YES
Offer lapses and case closed
Does date on User Agreement match date on LA Conformation of input form?
YES
NO
Form queried with LA Rep. If incorrect, returned to be corrected, then returned to ILF
Payments Commence