

**Application Enhancements**

**Q. Explain how an auto-email notification system and self assign password system will improve operational efficiency?**

A. Automatic notification of customer initiated e-mails and an improved customer login process are primarily justified on the basis of improved customer service, as described in Vol. 4, Appendix 1, Page 3, and not on the basis of operation efficiency. However, there is an operational efficiency due to reduced calls from customers as a result of implementing automatic notification of customer initiated e-mails.