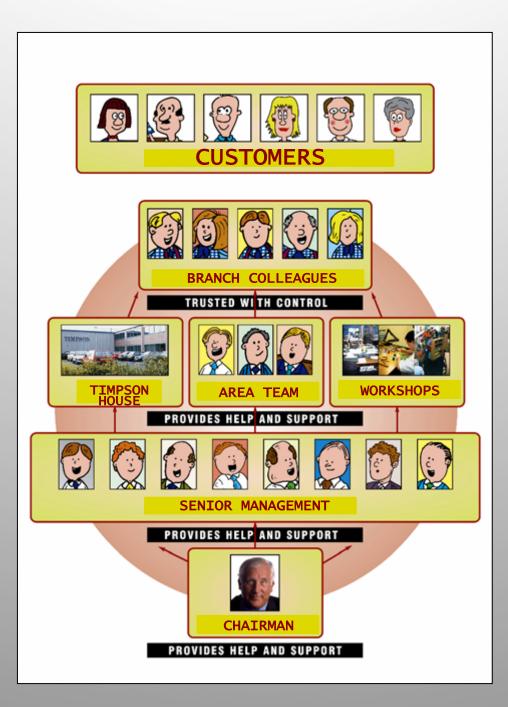
## TIMPSON Great Service by Great People





















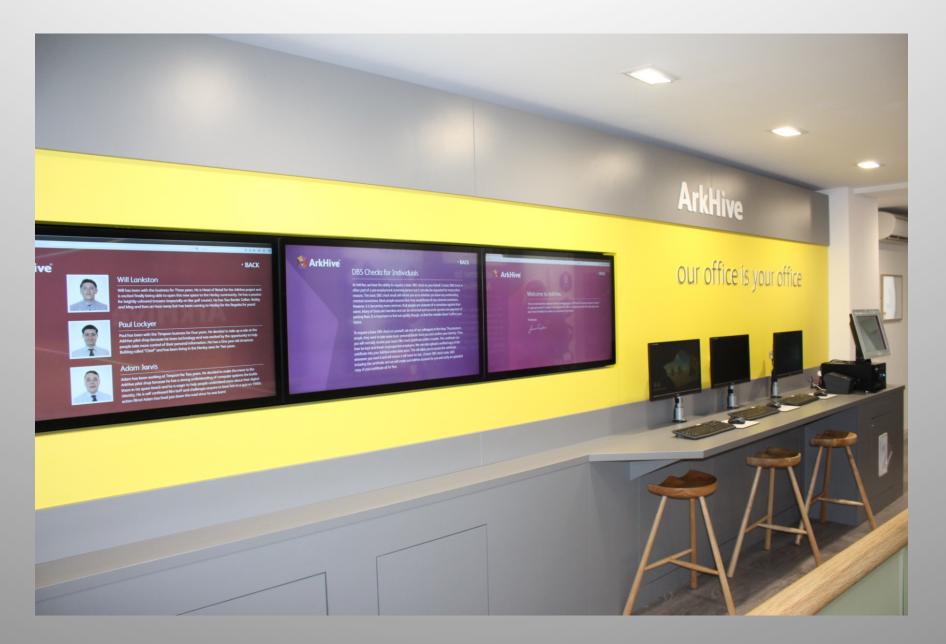


























## **ASSISTED DIGITAL TRIAL**

- A trial with the assisted digital team at GDS and Her Majesty's Passport Office.
- Trialling a walk in service for an assisted digital passport application.
- We ran the trial over 4 days 2 at our Max Spielmann photo centre in Newbury and 2 at the new ArkHive shop in Henley.



Why would someone need an assisted digital service to complete a passport application online?





JAMES T- USER NEEDS VIDEO

Would providing an assisted digital service have an impact on any of our other services?



**JAMES T- BRANCH TARGET VIDEO** 



How would customers react to accessing this service in a high street environment?



**JAMES T- CUSTOMER REACTION VIDEO** 





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