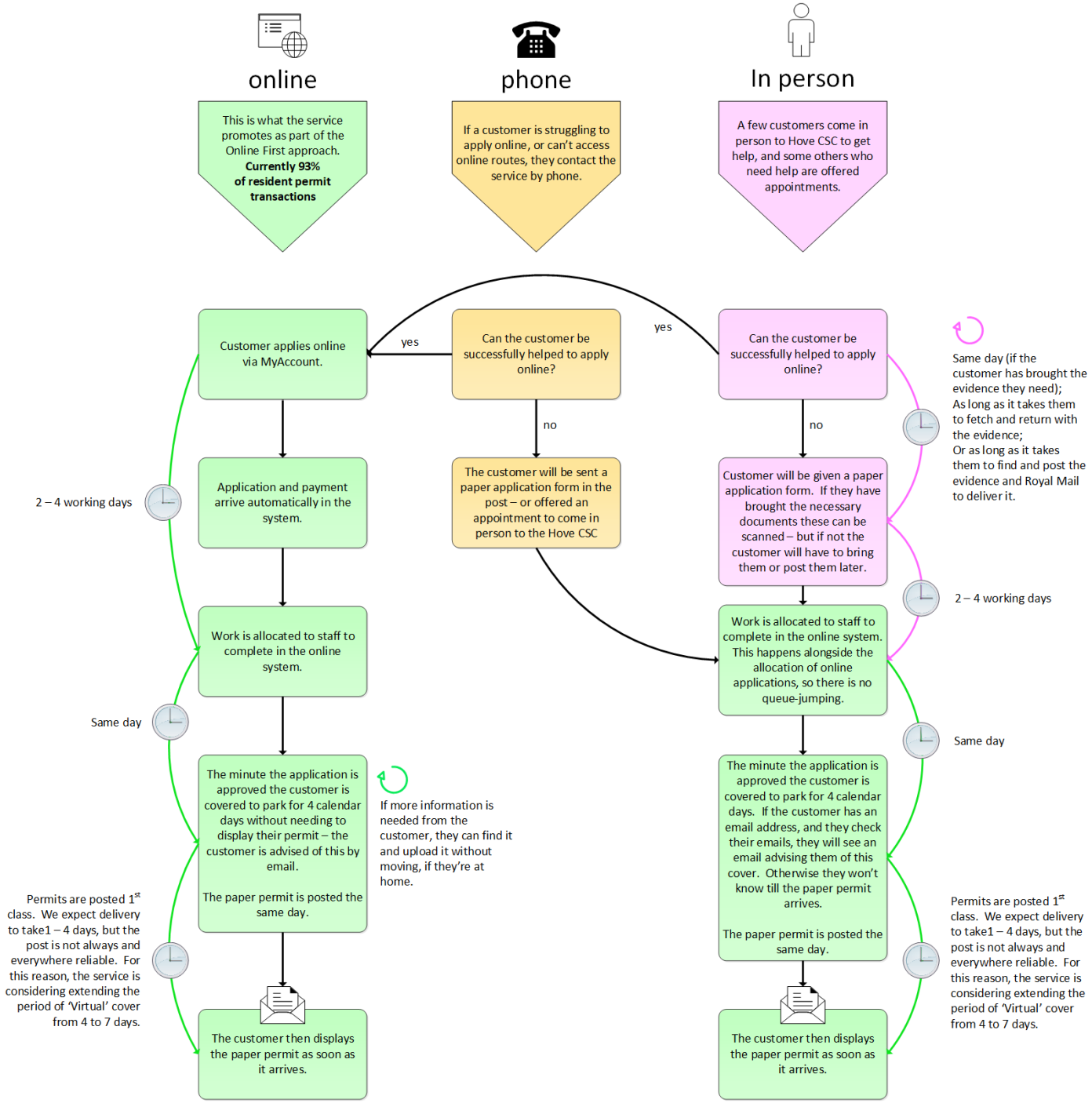Appendix 2 – Diagram of the application routes for resident permits, showing the help pathways available to digitally excluded customers