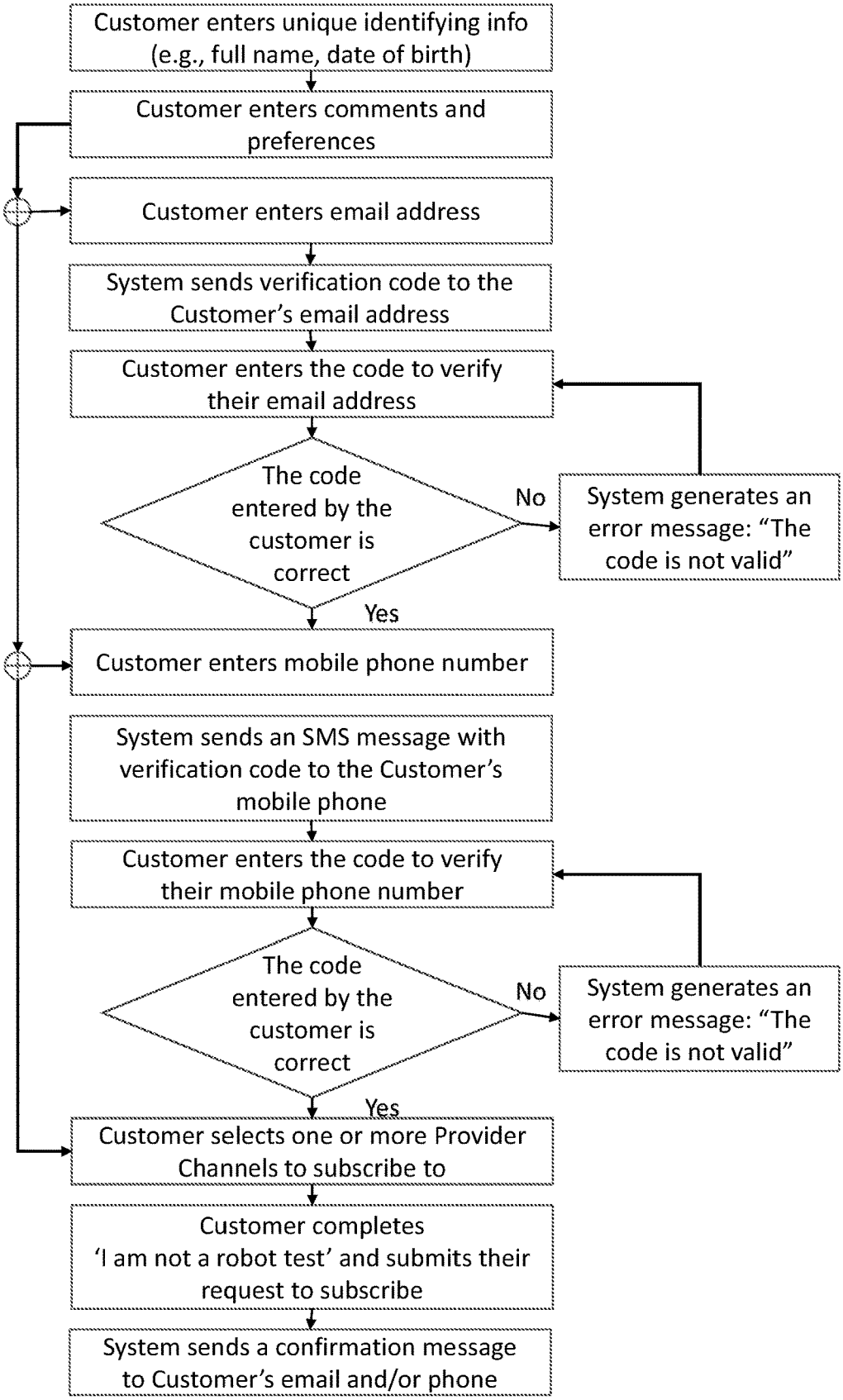
Customer enters unique identifying info (e.g., full name, date of birth)
Customer enters comments and preferences
Customer enters email address
System sends verification code to the Customer's email address
Customer enters the code to verify their email address
The code entered by the customer is correct
No
System generates an error message: "The code is not valid"
Yes
Customer enters mobile phone number
System sends an SMS message with verification code to the Customer's mobile phone
Customer enters the code to verify their mobile phone number
The code entered by the customer is correct
No
System generates an error message: "The code is not valid"
Yes
Customer selects one or more Provider Channels to subscribe to
Customer completes 'I am not a robot test' and submits their request to subscribe
System sends a confirmation message to Customer's email and/or phone

Fig 1.