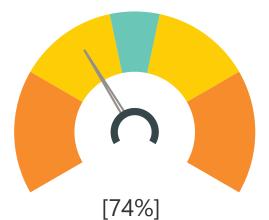
Operations Staffing Filled 3 6 Open Planned 10 12 14 Timeframe **Process Complete** Job Title - Open Positions Status 80% Offer Accepted □ Q1 2021 Marketing Project Manager Sr. IT Operations Engineer 60% Interviewing □ Q2 2021 Sr. Treasury Analyst 20% HR Processing

Operational Readiness

Milestone	Percent Complete	Status
Change Control Board	25%	On Track
Failure Review Board	25%	On Track
Financial Processes	10%	On Track
Financial Systems	35%	On Track
Information Security Policy	75%	On Track
INIT KPI Reporting	30%	At Risk
Joint Procedures Manual	15%	On Track
Phase II Project Selection	25%	On Track
Prelaunch Marketing Materials	25%	On Track
Service Management System	25%	On Track

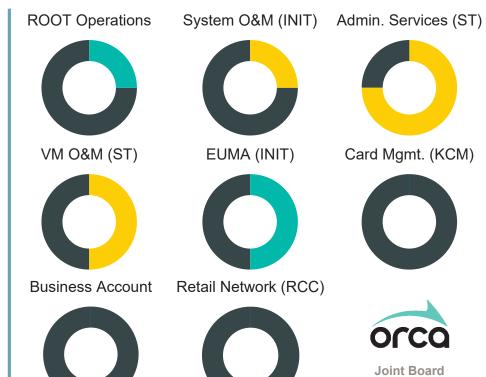
Quarterly next gen Operations Budget -

2020 through Q4



Percentage of Actual to Forecasted Budget

Master Service Agreement Progress



April 2021