



Engage

Role	• <i>Product Design</i> • <i>Product Strategy</i> • <i>UX Research</i> • <i>Front-end</i>
Tools	• <i>Figma</i> • <i>Figma</i> • <i>Cursor</i> • <i>Warp</i> • <i>TailwindCSS</i> • <i>Phlex</i>

Highlights

- I was project owner and lead
- Improved over all product offering for users
- Delivered refined product for Europe rollout
- Reduced support tickets for engineers and enabled self-serve for users

UK

Dashboard

User management

Tools

Accounts

Debt details

Alexander Gross

Alexander Gross

Alex

1985-12-25

07113564588

alexgross@gmail.com

123 Broadg

London

Hackney

Warbler

K. Klarna

Octopus

Clearpay

Bulb

Total debt owed

£793.30

Remaining Balance

£122.58

Initial Debt

£793.30

Fees

£45.3

Active

£292.58

Debt ID

4545...

Acc Number

4545...

Slug

83eo56

Reference

5nw2z5

Payment method

4242

VISA

Details

Timeline

Payments

Debt Actions

Total debt owed	Remaining balance	Initial debt	Fees
£292.58	£72.32	£240.23	£25.00

Overview

Introduction

This project was aimed to improve and update the design and functionality of the CRM tool, it was dated and plagued with usability issues. With ‘Engage’, customer operations teams will have a centralised platform to manage and track our customers end-to-end. The aim was to reduce friction and improve ops workflows and become the sole platform for our customer management and support.

Context

This project was part of our broader design and business product roadmap - we were planning on rolling out our platform across multiple European markets, this meant a larger user base beyond our internal team. In order scale we needed a more mature product that better supported users and used the new product ecosystem/design system we were creating, in doing so this would facilitate product improvements and new feature requests at scale.

Alex

07113564588

alexgross@gn

Warbler

K. Klarna

Octopus

Clearpay

Total debt owed

£793.30

Remaining Balance

£122.58

Active

£292.58

Debt ID

4545...

Details

Timeline

Payments

Payment plan

Challenges

Understanding the problem

There were several glaring problems that needed to be addressed when setting out to work on this project, all of which provided different challenges. The existing CRM tool was severally outdated and not scalable in its current state. This lead to many questions the main one being, **where do we start?**

Opportunities

In order to build a product that serves it users and that provides business value I had to consider what do we want to prioritise? To set a foundation for the product that could be rapidly iterated and built upon - which opportunities would provide the most value?

01. Baking in great UX The tool lacked basic UX, making simple tasks tedious and interactions frustrating.	02. A scalable system We have to build for scale, this requires speed. What does an MVP look across markets?
03. Integrating workflows We want to help Customer Ops users, streamlining their workflows and processes.	04. Thinking ahead Building with growth in mind, we want to integrate our AI tooling within our products.

 Debts

 Theme |  Log out

< Back to debts

BG

Billing Given
Name Billing
Family Name

Edit

First Name

Billing Given Name

Last Name

Billing Family Name

Date of birth

1985-12-25

Email

fakebillingemail@hotmail.com

Mobile

07113564588

Phone

-

Debt detail

Notes

Payments

Payment offers

Budget assessments

History

Breakdown

Fee

£9.62

Interest

£7.67

Principal

£60.89

Total debt owed

£78.18

Remaining balance

£78.18

Company

 Klarna 

Put debt on Timeout:

Pause all communications until a selected end date

Select an end date:

dd/mm/yyyy



Add Timeout Tag

Add arrangement tag

Mark this debt with an active plan with another client. Pauses all communications

Product objectives

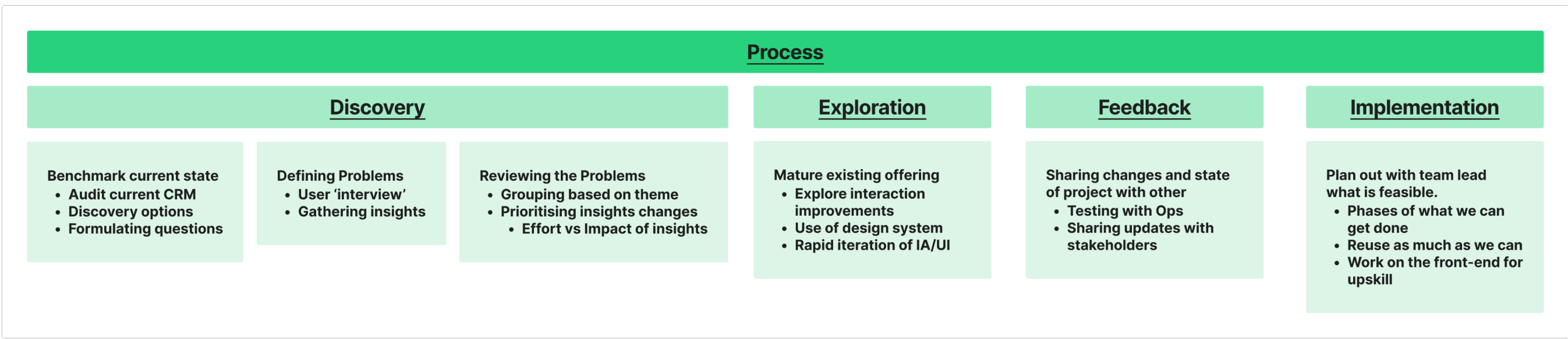
For this project to be considered a success we need to meet several outcomes and provide a level of value to users and the business. I wanted to equip our teams with a modern tool to work smarter, maintain compliance, and deliver an excellent customer experience.

Scalability. Build for longevity, for not only new but existing features too.	Efficiency. Reduce workflow debt and maintenance time for our customer ops users.
Accessibility. Better information hierarchy, finding details and getting them what they need, fast.	Maturity. Provide a product experience that meet user expectations, enabling basic user interactions.

Approach

Process

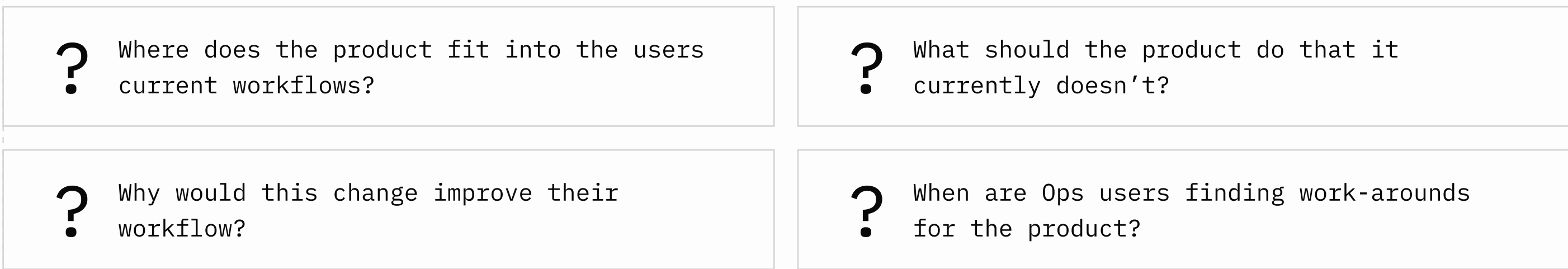
As the lead for this project, I wanted outline the processes and steps I should take into account moving forward. This wasn't set in stone, more so used as a guide when speaking with stakeholder and for collaboration purposes.



Discovery

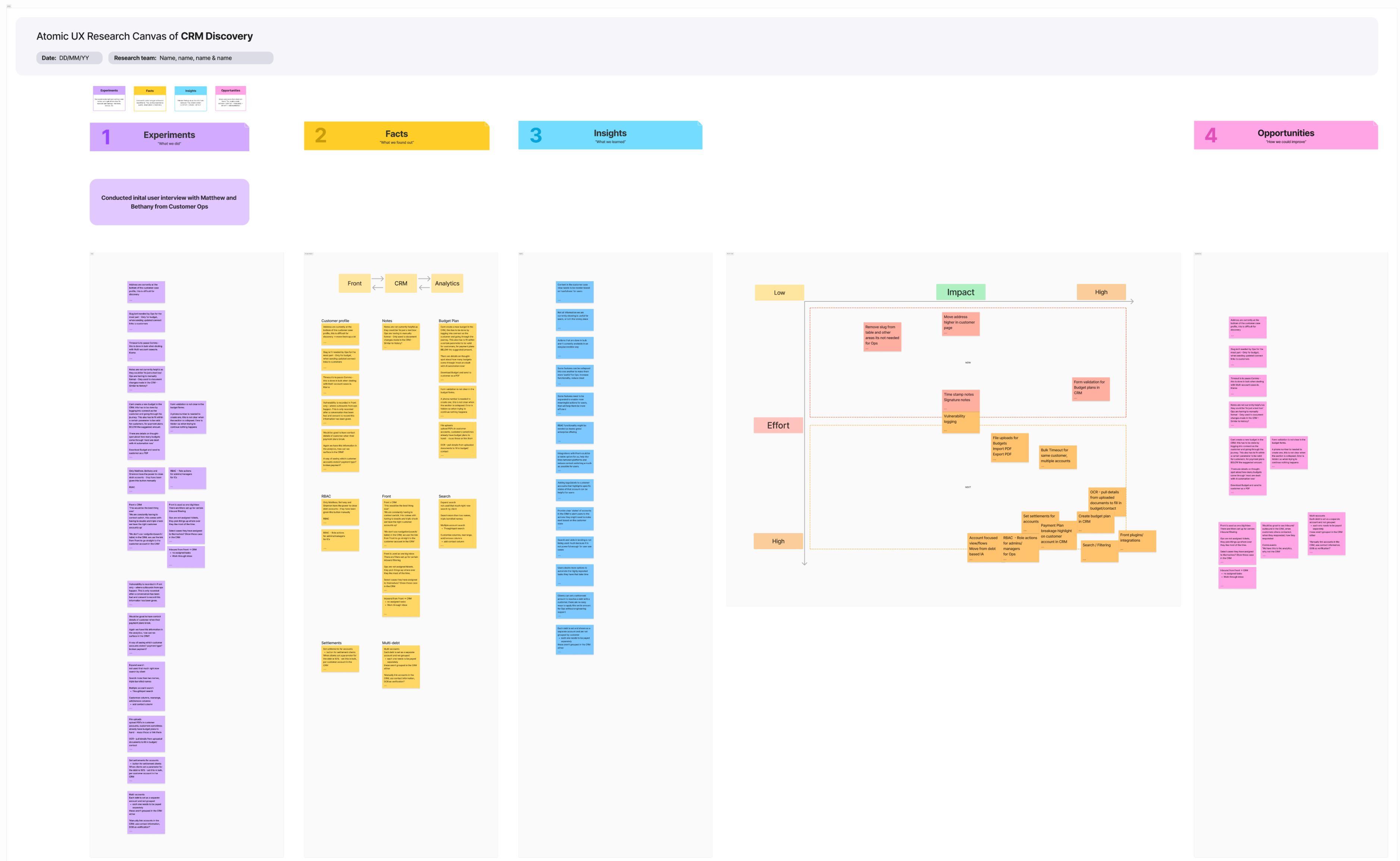
Gaining Perspective

This initial research was to gain a general understanding of how this tool was being used. I conducted discovery sessions with Customer Ops to uncover themes, also shadowing when possible to see how the tool was used in day to day workflows.



Lets audit

As well as the first hand research with Customer Ops users, I wanted to conduct a product audit of the CRM so we knew the extent of the usability issues, these insights were mapped to previous research to bolster the case to address these issues sooner rather than later



Exploration

Maturing the offering

Once the user needs and user types were defined, I set out to validate how they performed vs the existing offering. Using the new design system I had created that supports dashboard products, the reusable component library sped up the design process and allowed for rapid explorations to find the best info-hierarchy and meet the basic interaction expectations of a dashboard product.

Section

Debts

Webhook Events

Theme

Log out

All Debts

Search debt

Search

Organisation

Search by ref, name, email, phone or account number

Debt ID	Reference	Slug	Amount	Status	Customer name	Organisation	Date created	Account number	
deb_1u5JRCQeBjUc0twnk8BpM0	r8kx5	d50x0	£75.40	Open	Billing Given Name Billing Family Name	Klama	2024-03-04	480198101554261471121387	View debt
deb_0a0a9FVdW6w0x0q0p0m	h0rth	u20hm	£113.34	Open	Billing Given Name Billing Family Name	Klama	2024-03-04	96748408231914518256748	View debt
deb_v5WQ0y0T0emtp0B0emw0Dr	tnv0n3	cdmp0fr	£34.59	Open	Billing Given Name Billing Family Name	Klama	2024-03-04	2343040778316411114711	View debt
deb_0n53YH0u0wQ0H0w0G0t0w	mg0k0	0h0ufy	£79.90	Open	Billing Given Name Billing Family Name	Klama	2024-03-04	12059007866019370775321	View debt
deb_v2DyG0u0w0M0g0T0P0u0Up	4n0k04	l0n0hu	£86.78	Open	Billing Given Name Billing Family Name	Klama	2024-03-04	860341385134488070324881	View debt
deb_0yv0G0P0u0D0O0H0k0d0V0N	sg0frv	k00u0	£74.23	Open	Billing Given Name Billing Family Name	Klama	2024-02-29	18033700967500334616960	View debt
deb_v02R0u0h0x0u0F0G0u0A00u0N	j025g	5d0Rw	£81.28	Open	Billing Given Name Billing Family Name	Klama	2024-02-29	43912112004510227372051	View debt
deb_0KZ0g0w0T0D90KZ0u0K19A0S0	702u0	d0u02	£74.26	Open	Alexander Currinjee	Klama	2024-02-28	577214173221018428136603	View debt
deb_1r0d0y0h0Y0v0S0h0L0u0N0V0d0	0q0p0	y00u0	£50.57	Open	Billing Given Name Billing Family Name	Klama	2024-02-28	60304260427047247009613	View debt
deb_v0c0B0B0E1W0u0y0d0u0R0A	0b0dr0	u0v0y7	£72.83	Open	Billing Given Name Billing Family Name	Klama	2024-02-28	361708107123301403227823	View debt

1

2

3

4

5

6

7

Ophelos

CRM

Theme

Log out

All Debts

Search or filter through all customer debt cases.

Flag debt

Timeout

Arrangement

Add accounts

Search by ref, name, email, phone or account number...

Filter

Search

☐ Customer Name Debt ID

Reference

Amount

Status

Organisation

Date created

Preferred contact

☐ Olivia Rhye

deb_1u5JRCQeBjUc0twnk8BpM0

r8kx5

£30000.00

Active

Klama

00/00/00

078374927593

☐ Phoenix Baker

deb_0B091R0v788u0x0k0q0p0m

h0rth

£30000.00

Flagged

Klama

00/00/00

phoenix@unitedful.com

☐ Lena Steiner

deb_v5WQ0y0T0emtp0B0emw0Dr

 tnv0n3 | £30000.00 | Engaged | Klama | 00/00/00 | lena@unitedful.com || ☐ Demi Wilkinson | deb_0g53YH0u0wQ0H0w0G0t0w | mg0k0 | £30000.00 | Open | Klama | 00/00/00 | demi@unitedful.com |
☐ Candice Wu	deb_v2DyG0u0w0M0g0T0P0u0Up	4n0k04	£30000.00	Engaged	Klama	00/00/00	079337592059
☐ Natall Craig	deb_0yv0G0P0u0D0O0H0k0d0V0N	sg0frv	£30000.00	Active	Klama	00/00/00	07938479934
☐ Drew Cano	deb_v02R0u0h0x0u0F0G0u0A00u0N	j025g	£30000.00	Open	Klama	00/00/00	drew@unitedful.com
☐ Orlando Diggs	deb_0KZ0g0w0T0D90KZ0u0K19A0S0	702u0	£30000.00	Active	Klama	00/00/00	079483759284
☐ Andi Lane	deb_1r0d0y0h0Y0v0S0h0L0u0N0V0d0	0q0p0	£30000.00	Open	Klama	00/00/00	andi@unitedful.com
☐ Kate Morrison	deb_v0c0B0B0E1W0u0y0d0u0R0A	0b0dr0	£30000.00	Paid	Klama	00/00/00	079487393553

Previous

123...8910

Next

Debts

Theme

Log out

Back to debts

Debts

BO

Billing Given Name Billing Family Name

Edit

First Name

Billing Given Name

Last Name

Billing Family Name

Date of birth

1985-12-25

Email

tsab0ll@gmail@hotmail.com

Mobile

07113564588

Phone

-

Debt ID

deb_1u5JRCQeBjUc0twnk8BpM0

Amount due

£78.18

Reference

5m0z25

Slug

83u0d6

Debt status

Open

Address 1

Fjaligatan 45

Address 2

-

City

Stockholm

Postcode

11628

Country

🇦🇫 Afghanistan

Debt detail

Notes

Payments

Payment offers

Budget assessments

History

Breakdown

Fee

£9.62

Interest

£7.67

Principal

£90.89

Total debt owed

£78.18

Remaining balance

£78.18

Company

Klama

Account number

668422772143185340796882

Created date

05 Mar, 2024

Start date

05 Mar, 2024

Merchant

Wish

Order date

08 Oct, 2015

Original amount

£12.00

Description

Fake Product 1 (1), Fake Product 2 (1), Fake Product 3 (1)

Put debt on Timeout:

Pause all communications until a selected end date

dd/mm/yyyy

Add Timeout Tag

Add arrangement tag

Mark this debt with an active plan with another client. Please all communications

Add Arrangement Tag

Ophelos

CRM

Theme

Log out

Back to debts

Debts

BO

Olivia Rhye

Edit

Action 3

Action 2

Action 1

First name

Olivia

Last name

Rhye

Preferred name

Liv

Date of birth

1985-12-25

Email

07113564588

Mobile

tsab0ll@gmail@hotmail.com

Address 1

Fjaligatan 45

Address 2

-

City

Stockholm

Postcode

11628

Country

🇦🇫 Afghanistan

Debt ID

deb_1u5JRCQeBjUc0twnk8BpM0

Debt status

Active

Amount due

£78.18

Correct reference code

83u0d6

Case number

0807654321

Client reference number

1234567890

Slug

83u0d6

Debt details

Notes

Payments

Payment offers

Budget assessments

History

Breakdown

Principal amount

£9.62

Company

Klama

Interest

£7.67

Created date

05 Mar, 2024

Fees

£7.67

Start date

05 Mar, 2024

VAT (if applicable)

£7.67

Merchant

Wish

Payments

£7.67

Order date

08 Oct, 2015

Total debt owed

£78.18

Original amount

£12.00

Remaining balance

£78.18

Description

Fake Product 1 (1), Fake Product 2 (1), Fake Product 3 (1)

All transactions (2)

Debts

Theme

Log out

Back to debts

Debts

AC

Alexander Currinjee

Edit

First Name

Alexander

Last Name

Currinjee

Date of birth

1985-12-25

Email

alex+crm@ophelos.com

Mobile

07113564588

Phone

-

Debt ID

deb_0KZ0g0w0T0D90KZ0u0K19A0S0

Amount due

£74.26

Reference

732u0

Slug

d0u02

Debt status

Open

Address 1

Fjaligatan 45

Address 2

-

City

Stockholm

Postcode

11628

Country

GB

Debt detail

Notes

Payments

Payment offers

Budget assessments

History

Payment plan

Status

Active

Payment method

VISA **** 4242

Total debt

£74.26

Remaining debt

£69.61

Payments remaining

15

Next due date

04 Apr, 2024

Delay next payment

Delay the next payment by up to two weeks

Delayed until on:

dd/mm/yyyy

Delay next payment

Change plan date

Change plan date, this will update all future payments.

04/04/2024

Change plan date

Cancel plan

Cancel this plan with immediate effect

Cancel plan

Succeeded

04 Mar, 2024

£4.65

04 Apr, 2024

£4.85

04 May, 2024

£4.85

04 Jun, 2024

£4.65

04 Jul, 2024

£4.65

04 Aug, 2024

£4.65

04 Sep, 2024

£4.65

Payments history

Date

Amount

Status

04 Mar, 2024

£4.65

Succeeded

View in Stripe

Ophelos

CRM

Theme

Log out

Back to debts

Debts

BO

Olivia Rhye

Edit

Action 3

Action 2

Action 1

First name

Olivia

Last name

Rhye

Preferred name

Liv

Date of birth

1985-12-25

Email

07113564588

Mobile

tsab0ll@gmail@hotmail.com

Address 1

Fjaligatan 45

Address 2

-

City

Stockholm

Postcode

11628

Country

🇦🇫 Afghanistan

Debt ID

deb_1u5JRCQeBjUc0twnk8BpM0

Debt status

Active

Amount due

£78.18

Correct reference code

83u0d6

Case number

0807654321

Client reference number

1234567890

Slug

83u0d6

Debt details

Notes

Payments

Payment offers

Budget assessments

History

Payment plan

Status

Active

Payment method

VISA **** 4242

Total debt

£74.26

Remaining debt

£68.61

Payment remaining

15

Next due day

04 Apr, 2024

Cancel Plan

Change payment method

Change date

Delay payment

05 Mar, 2024

£4.26

05 Apr, 2024

£4.26

05 May, 2024

£4.26

05 Jun, 2024

£4.26

05 Jul, 2024

£4.26

Payment history

Date

Amount

Status

00/00/00

£300000.00

Succeeded

Debts

Theme

Log out

Back to debts

Debts

AC

Alexander Currinjee

Edit

First Name

Alexander

Last Name

Currinjee

Date of birth

1985-12-25

Email

alex+crm@ophelos.com

Mobile

07113564588

Phone

-

Debt ID

deb_0KZ0g0w0T0D90KZ0u0K19A0S0

Amount due

£74.26

Reference

732u0

Slug

d0u02

Debt status

Open

Address 1

Fjaligatan 45

Address 2

-

City

Stockholm

Postcode

11628

Country

GB

Debt detail

Notes

Payments

Payment offers

Budget assessments

History

Payment offers to review

No payment offers to review

Payment offers history

Amount

Number of payments

Status

Date created

Date updated

£1.00

79 payments

Rejected

29/02/2024

29/02/2024

£2.00

35 payments

Accepted

29/02/2024

29/02/2024

£3.00

24 payments

Accepted

29/02/2024

29/02/2024

£1.50

47 payments

Accepted

29/02/2024

29/02/2024

£5.00

14 payments

Accepted

29/02/2024

29/02/2024

£10.00

7 payments

Accepted

29/02/2024

29/02/2024

Ophelos

CRM

Theme

Log out

Back to debts

Debts

BO

Olivia Rhye

Edit

Action 3

Action 2

Action 1

First name

Olivia

Last name

Rhye

Preferred name

Liv

Date of birth

1985-12-25

Email

07113564588

Mobile

tsab0ll@gmail@hotmail.com

Address 1

Fjaligatan 45

Address 2

-

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Debt ID

deb_1u5JRCQeBjUc0twnk8BpM0

Debt status

Active

Amount due

£78.18

Correct reference code

83u0d6

Case number

0807654321

Client reference number

1234567890

Slug

83u0d6

Debt details

Notes

Payments

Payment offers

Budget assessments

History

Payment offers to review

No payment offers to review

Payment offers history

Date

Amount

Status

00/00/00

£300000.00

Succeeded

Feedback

Pooling insights & Validating

Gathering feedback throughout the iteration process was crucial to staying on track and making sure I was solving actual problems for our Customer Ops users. This constant feedback loop was shared with all teams and helped everyone stay on the same page, displaying the value this work brought and how it has shaped the direction of our product to meet our business goals of scaling into European markets.

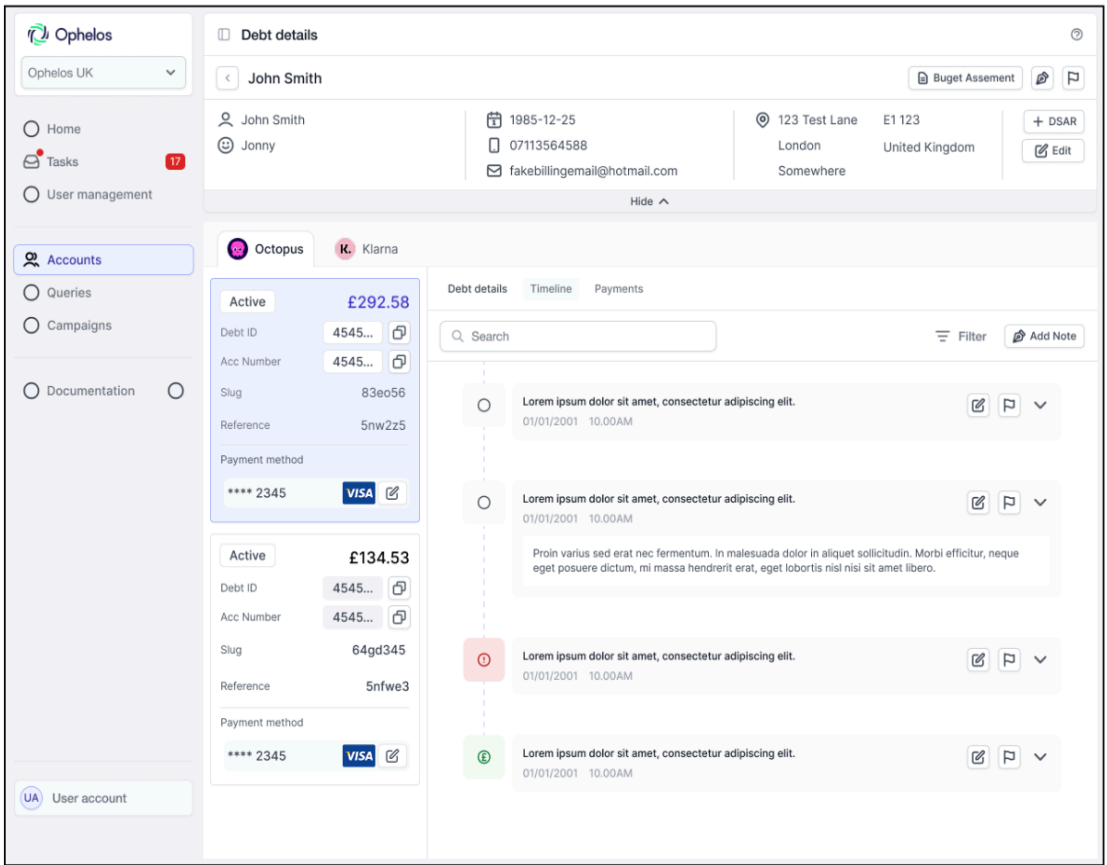
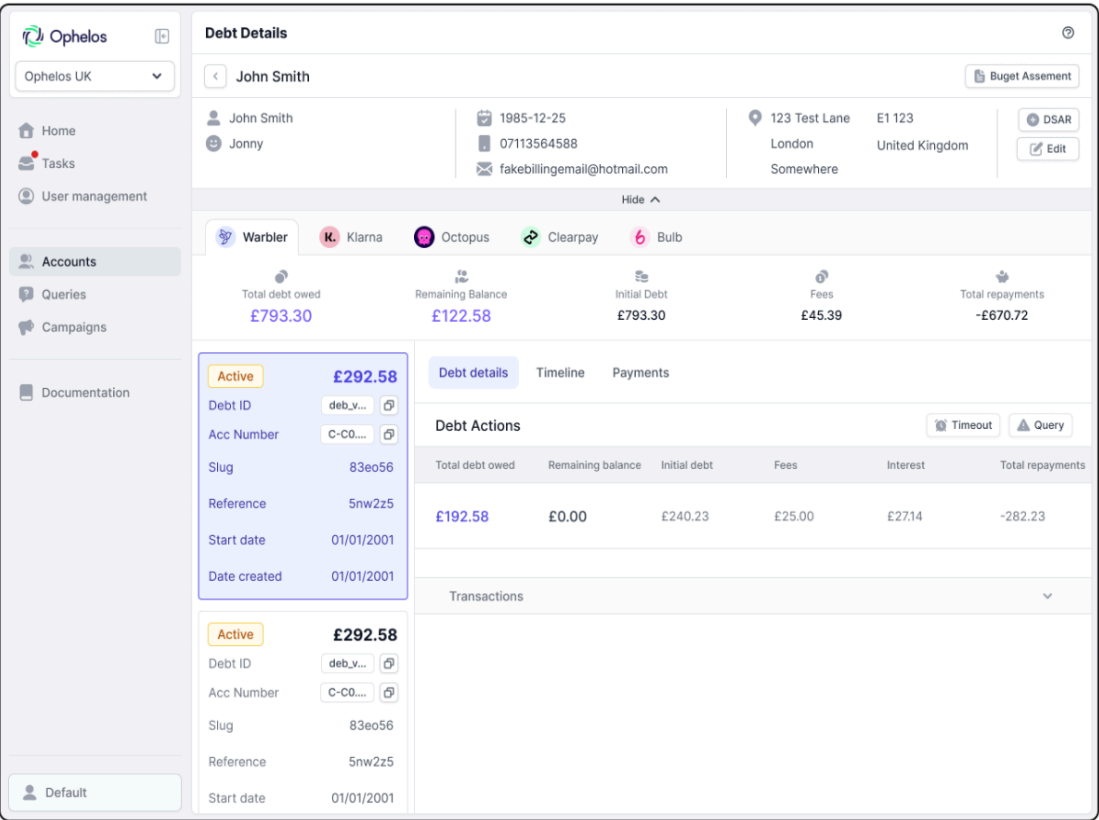
Would be good to have contact details of customer when their payment plans break.

Again we have this information in the analytics, how can we surface in the CRM?

A way of seeing which customer accounts states? payment type? broken payment?

File uploads
upload PDFs in customer accounts, customers sometimes already have budget plans to hand - reuse these or link them

OCR - pull details from uploaded documents to fill in budget/contact



RBAC - Role actions for admins/managers for ICs

Vulnerability is record in Front only - where outbounds from ops happen. This is only recorded after a conversation has been had and consent to record this information has been given.

Only Matthew, Bethany and Shannon have the power to close debt accounts - they have been given this button manually

RBAC

Set settlements for accounts

- button for settlement clients

When clients set a parameter for the debt ie 50% - set this in bulk, per customer account in the CRM

Expand search
not used that much right now
search by client

Search more than two names, triple barrelled names

Multiple account search

- Thoughtspot search

Customise columns, rearrange, add/remove columns

- add contact column

Front x CRM

'This would be the best thing ever'

'We are constantly having to context switch, this comes with having to double and triple check we have the right customer accounts up'

'We don't use navigation(search/table) in the CRM, we use the link from Front to go straight to the customer account in the CRM'

Improvements

Bringing value

Reusing the existing product architecture, to keep dev effort low and user impact high, serving as the foundation that we mature. This allowed me to focus on the important things first, design and build in a lean way, reducing the chances of feature chasing to early.

The main improvements and features launched after prioritising and accessing the impact of the proposed changes I wanted to make were:

Overall improvements to IA and info hierarchy, placing content and information in more intuitive places and reusing common patterns to increase efficiency in workflows.

UK

Dashboard

User management

Tools

Accounts

Log out

Accounts

Search ref, email, phone or account number

Organisation

Filter

Case table

☐	Customer Name/Debt ID	Status	Organisation	Date created ↓	Total Amount	Reference	Account number
☐	Olivia Rhye deb_1v5JRGOjeBKJU6zWamk8BpMd	Open	Warbler	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Phoenix Baker deb_06b91RVk76l6uvDlaQqYpoKm	Active plan	Klarna	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Lana Steiner deb_v5WIGNyD7OnmtlpBEbnmxQ6r	Paid	Eon	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Demi Wilkinson deb_vZDyQAxbawMz5g2R7Po5OJqp	On hold	Scottish Power	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Candice Wu deb_vZDyQAxbawMz5g2R7Po5OJqp	Enagaged	Shell	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Natali Craig deb_JyvwGPOoE50Ot49KaIQAVKrN	Flagged	Clearpay	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Drew Cano deb_v02K9z8nEzQoF6G0aLAXb3oN	Settled	Metro Bank	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Orlando Diggs deb_6XZpg4wz7D59CKZzeK19Ak50	Disputed	Intrum	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Andi Lane deb_1r9M3yxR7Yw6SPnLaWNXYo6m	Queried	Klarna	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Kate Morrison			00/00/00	£000000.00	bnc6yu	cus_K6597...

A multi-case view for customers accounts, showing all cases a customer has with us across clients in one place for Ops to access, reducing admin over-head.

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Alex

1985-12-25

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alexgross@gmail.com

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United Kingdom

Hackney

+ DSAR

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Warbler

Klarna

Octopus

Clearpay

Bulb

Total debt owed

£793.30

Remaining Balance

£122.58

Initial Debt

£793.30

Fees

£45.39

Total repayments

£670.72

Active

£292.58

Debt ID

4545...

Acc Number

4545...

Slug

83eo56

Reference

5nw2z5

Payment method

4242

VISA

Active

£391.53

Debt ID

4545...

Acc Number

4545...

Slug

64gd345

Reference

5nfwe3

Payment method

Details

Timeline

Payments

Debt Actions

Timeout

Total debt owed	Remaining balance	Initial debt	Fees	Interest	Total repayments
£292.58	£72.32	£240.23	£25.00	£2714	£220.23

A case timeline, this would show every event that happens in relation with a customers case so Ops agents have all of the context they need when providing support.

UK

Dashboard

User management

Tools

Accounts

Log out

Debt details

Alexander Gross

Alexander Gross

Alex

1985-12-25

07113564588

alexgross@gmail.com

123 Broadgate

E1 123

London

United Kingdom

Hackney

+ DSAR

Edit

Warbler

Klarna

Octopus

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Bulb

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£793.30

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Active

£292.58

Debt ID

4545...

Acc Number

4545...

Slug

83eo56

Reference

5nw2z5

Payment method

4242

VISA

Active

£134.53

Debt ID

4545...

Acc Number

4545...

Slug

64gd345

Reference

5nfwe3

Payment method

Details

Timeline

Payments

Search

Filter

Add Note

Customer change their living address

05/04/2024 10:00AM

Case on timeout

06/07/2024 02:00PM

We have been in communication with the customer and they said they have recently lost their job and source of income, to support them, we have paused their account and put their active payments on hold. We scheduled a follow up next month to get an update on their employment situation.

Failed payment from customers payment method

23/11/2024 11:30AM

User management in platform, not only better onboarding for new Ops agents, but removing the need to request engineering team support to provide or revoke access to the platform.

UK

Dashboard

User management

Tools

Accounts

Log out

User management

Search users email...

Filter

Enter email address

Select user role

Add user

User table

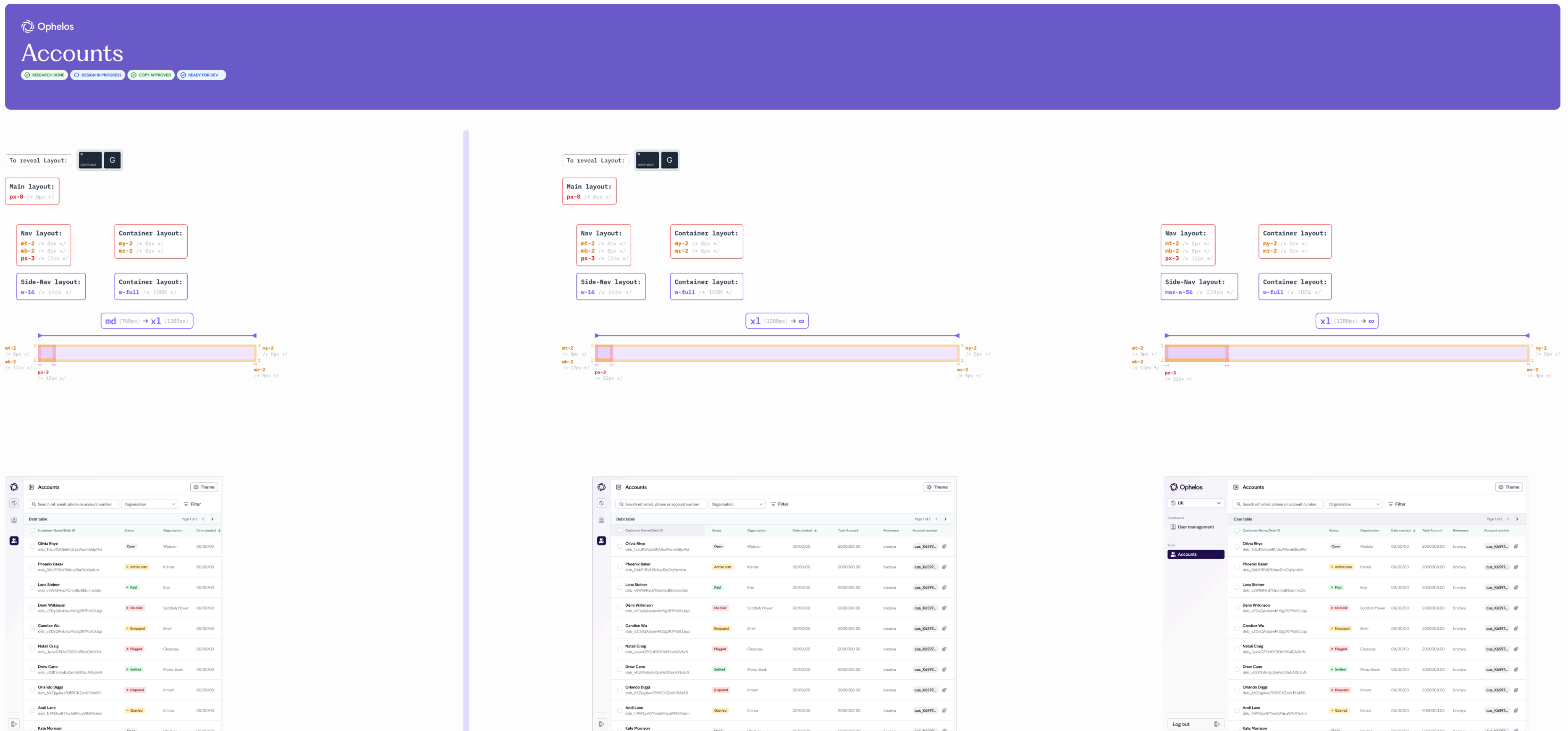
Email	Role	Date created ↓	
oliviaryhe@email.com	Agent	00/00/00	Remove
phoenixbaker@email.com	Manager	00/00/00	Remove
lanasteiner@email.com	Client Market	00/00/00	Remove
demiwilkinson@email.com	Agent	00/00/00	Remove
candicewu@email.com	Agent	00/00/00	Remove
natalicraig@email.com	Agent	00/00/00	Remove
drewcano@email.com	Client Market	00/00/00	Remove
orlandodiggs@email.com	Agent	00/00/00	Remove
andilane@email.com	Agent	00/00/00	Remove

These were the key improvements that were introduced to the product as well as holistic UX improvements to UI components, all driven by data informed design decisions, user needs and business requirements - this was large step in the right direction to mature our product offering.

Implementation

Phases of improvement

Working closely with the engineer team lead, fleshing out tech requirements and being pragmatic about how we can get these features built. We set phases of work to ensure we met deadlines and showed progress at each milestone of the project, grouping work on themes so the team pulled in the same direction. I also worked on the front-end to make sure we delivered a polished UI with sharp interactions for our Ops users, maintaining our standards of design.



Conclusions

Reflections

This was a large project - it involved almost every aspect of product and design, across strategy and execution. Starting out, I bit of more than I could chew, the scope was too large, the scale put a dampener on any momentum because there were too many directions to go in. Taking a step back returning to the problem I was trying to solve helped me refocus on clear objectives that would provide value, grouping the quick wins together to get stakeholder buy-in.

Fail often, fail fast

A big take away from this project would be failing fast, early and often. Testing designs and getting feedback help me refine my designs to a point I was very confident about the direction the product needed to go in. This also helped when discussing the tech requirements and what we should think about moving into future iterations.

Accounts

Search ref, email, phone or account number

Organisation

Filter

Case table

Page 1 of 2

☐	Customer Name/Debt ID	Status	Organisation	Date created	Total Amount	Reference	Account number
☐	Olivia Rhye deb_1v5JRGOjeBKjU6zWamk8BpMd	Open	Warbler	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Phoenix Baker deb_06b91RVk76l6uvDlaOqYpoKm	Label	Klarna	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Lana Steiner deb_v5WIGNyd7OnmtlpBEbnmxQ6r	Label	Eon	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Demi Wilkinson deb_vZDyQAxhawMzSg2R7Po5OJqp	Label	Scottish Power	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Candice Wu deb_vZDyQAxhawMzSg2R7Po5OJqp	Label	Shell	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Natali Craig deb_JyvwGPOoE50Ot49KaI0AVKrN	Label	Clearpay	00/00/00	£000000.00	bnc6yu	cus_K6597...
☐	Drew Cano						cus_K6597...