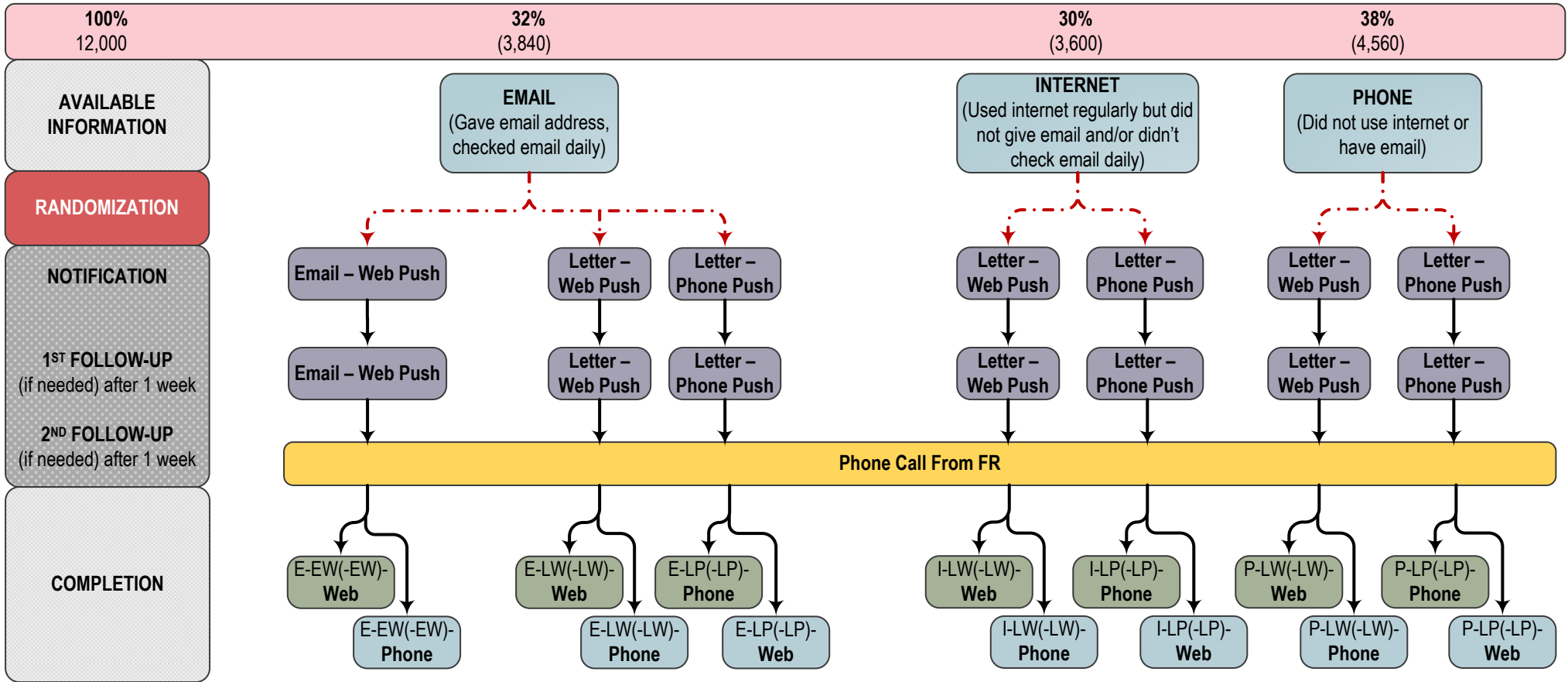


Group Assignment Flowchart

Version 3.3 | 12-14-2012



Legend

- Randomized groups; mode push held through 1st follow-up
- Case completed as mode assigned by randomization
- Case crossed over into mode opposite that assigned by randomization (i.e., web as phone or phone as web)