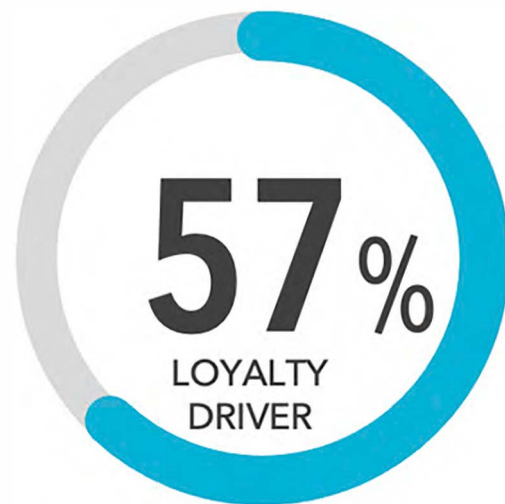


# 2020 Consumer Loyalty Drivers



**PERSONAL SAFETY**  
Ensuring social/physical distancing in a facility



**SCHEDULING NEEDS**  
Delivery within a few days (to match a consumer's schedule and desires)



**RELEVANT SUGGESTIONS**  
Special recommendations that meet a consumer's current needs



**HUMAN CONTACT**  
Having a live person, and not a bot, available to talk