

# Consumer Journey Forum (CJF15) - Tuesday 22 June 2021 @ 2pm

## Agenda

Item	Topic
1	<i>Introduction &amp; meeting aims</i>
2	<i>Overview of Topics for future CJF consideration &amp; proposed Work Plan</i>
3	<i>Example: A recent consumer switching experience</i>
4	<i>Topic for discussion: Regulation</i>
5	<i>PCW/Supplier Forum update</i>
6	<i>Review of Actions Log</i>
7	<i>Risk Register</i>
8	<i>Diary Planning</i>
9	<i>AOB</i>