



Adopting CEN-ISO/TS 82304-2 and a trusted EU mHealth label for a single market that enables patients, citizens, health professionals, systems and authorities to benefit from a healthy supply of useful apps.

2 March 2023 10:00 – 11:30 CET

Enabling **patients**, **citizens** and **carers** to benefit from using health and wellbeing apps

LabelRoundtable Event Series



Agenda

- 10:00 – 10:05** | Welcome and introduction
- 10:05 – 10:10** | Short interactive session with the participants: experiences with using health and wellness apps
- 10:10 – 10:30** | How Label2Enable is fostering the adoption of the CEN-ISO/TS 82304-2 and a trusted EU mHealth label for health and wellness apps
- 10:30 – 10:40** | Citizens' views on using health and wellness apps – insights from a large-scale EU survey
- 10:40 – 10:50** | Addressing the barrier of low health literacy for the adoption and use of health and wellness apps: best practices
- 10:50 – 11:00** | A health app platform providing a budget to purchase preselected apps as an innovative way to support public health?
- 11:00 – 11:10** | Short interactive session with the participants: painting the perfect future for using health apps
- 11:10 – 11:30** | Discussion, Q&A

Webinar Housekeeping



Participants are muted by default. During the interactive parts of the webinar, organisers can unmute participants who wish to comment.



This is a recorded webinar. The recording will be published on the Label2Enable website.



Parts of the webinar require use of an interactive tool called Mentimeter. Be prepared to be given a URL to participate via the tool. Preferably use a second device (mobile phone).



Participants have two two ways of interaction: by clicking on „raise hand“ and waiting for the organisers to call on them, or by submitting a comment/question via the chat.



The recording and slide deck will be made available to participants after the event, via a follow-up email.

Webinar Panelists



Petra Hoogendoorn

Label2Enable co-ordinator
Leiden University Medical Center /
National eHealth Living Lab



Mariam Shokralla

Digital Health Consultant
Leiden University Medical Center



Eline Heemskerk

Senior Consultant
Pharos, Netherlands

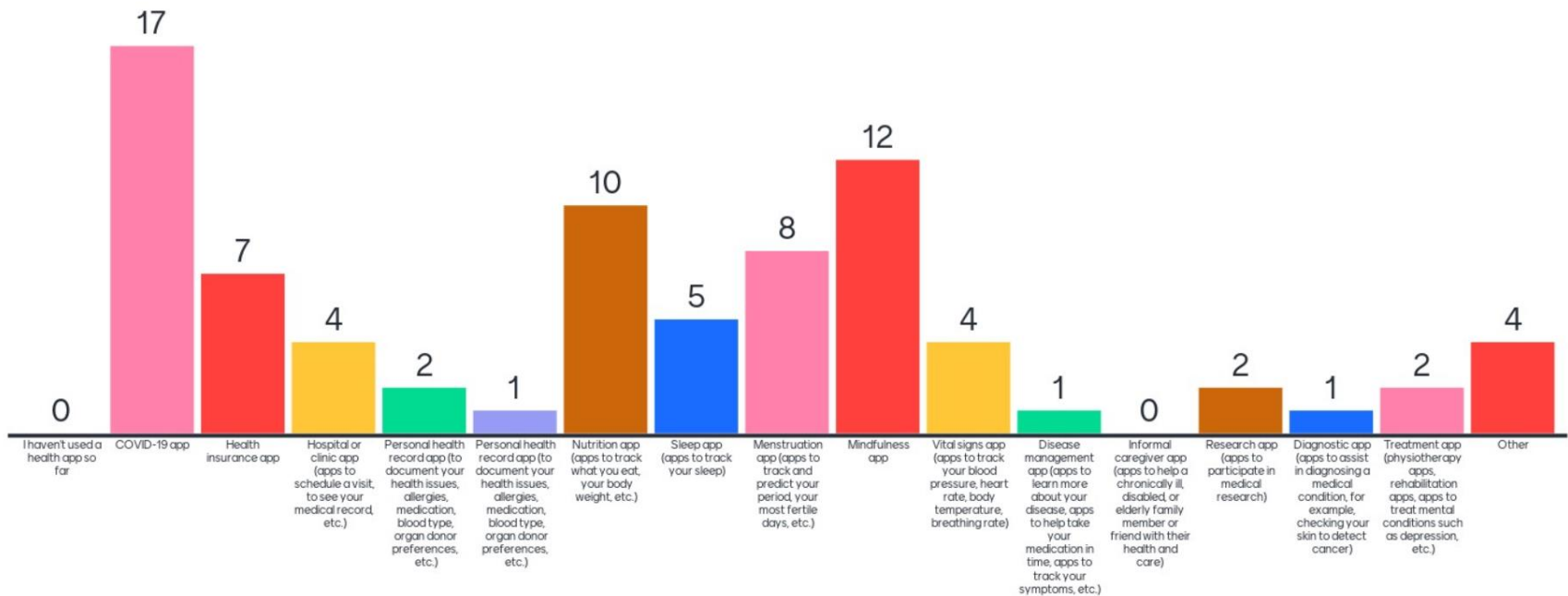


Romy Willemsen

Researcher eHealth and
Project Manager Label2Enable
Leiden University Medical Center /
National eHealth Living Lab

Short interactive session with the participants: experiences with using health and wellness apps

Which type of health apps do you use or have you used in the past? (more than one answer possible)





How Label2Enable is fostering the adoption of the CEN-ISO/TS 82304-2 and a trusted EU mHealth label for health and wellness apps

Petra Hoogendoorn

Label2Enable co-ordinator

Leiden University Medical Center / National eHealth Living Lab

what is 82304-2: the EU Energy label but then for health apps

Health app quality label

Flag or logo

App icon

App name

Platform icons

Name app manufacturer

Benefit of the app

With this app [intended users] can [intended use] / With this app [x in 10] [intended users] [health effect] [if use]

Check [here] when app requires approval from a health professional before use

Healthy and safe

Easy to use

Secure data

Robust construction

Overall health app quality score

App checked on [date]

CEN-ISO/TS 82304-2:2021

Egészségügyi alkalmazás minőségi címke

Zászló vagy logó

Alkalmazás ikon

Alkalmazás neve

Platform ikonok

Alkalmazás gyártójának neve

Az alkalmazás előnyei

Ezzel az alkalmazással [céltzett felhasználók] [tervezett felhasználás] / Ezzel az alkalmazással [x 10-ből] [céltzett felhasználók] [egészségre gyakorolt hatás] [használat esetén]

Jelölje be [itt], ha az alkalmazás használatához egészségügyi szakember jóváhagyása szükséges.

Egészséges és biztonságos

Könnyen használható

Biztonságos adatok

Robusztus felépítés

Általános egészségügyi alkalmazás minőségi pontszám

Az alkalmazás ellenőrzése [dátum]

CEN-ISO/TS 82304-2:2021

Label qualité pour appli de santé

Drapeau ou logo

Icône de l'appli

Nom de l'appli

Icônes des plateformes

Nom du fabricant de l'appli

Bienfait de l'appli

Avec cette appli, [utilisateurs prévus] peuvent [utilisation prévue] / Avec cette appli, [x sur 10] [utilisateurs prévus] [effet sur la santé] [si utilisée]

Cochez [ici] si l'appli nécessite l'approbation d'un professionnel de la santé avant d'être utilisée

Saine et sûre

Facile à utiliser

Données sécurisées

Design robuste

Score global de qualité de l'appli de santé

Appli vérifiée le [date]

CEN-ISO/TS 82304-2:2021

Marchio di qualità dell'app per la salute

Bandiera o logo

Icona dell'app

Nome dell'app

Icone della piattaforma

Nome del produttore dell'app

Vantaggio dell'app

Con questa app [utenti previsti] possono [uso previsto] / Con questa app [x in 10] [utenti previsti] [effetto sulla salute] [se utilizzato]

Controlla [qui] quando l'app richiede l'approvazione di un operatore sanitario prima dell'uso

Sano e sicuro

Facile da usare

Dati protetti

Costruzione solida

Punteggio di qualità complessivo dell'app per la salute

App controllata il [data]

CEN-ISO/TS 82304-2:2021

Sundhedsapp kvalitetsmærke

Flag eller logo

App ikon

App navn

Platformsikoner

Navn på leverandør af app

Fordel ved appen

Med denne app kan [tilsigtede brugere] [tilsigtet brug] / Med denne app oplever [x ud af 10] [tilsigtede brugere] [sundhedseffekt] [ved brug]

Tjek [her], når appen kræver godkendelse fra en sundhedsperson inden brug

Sund og sikker

Let at bruge

Sikrer data

Robust konstruktion

Samlet kvalitetsscore for sundhedsapp

App tjekket den [dato]

CEN-ISO/TS 82304-2:2021

the EU Energy score



5 jaar garantie

★★★★★ (91)

**Siemens WM14N295NL
iQ300 extraKlasse
wasmachine**

577,- Adviesprijs 759,-

✓ Op voorraad



- Energieklasse C
- Vulgewicht 8 kg
- max. 1400 toeren
- 72 dB centrifugeren

☐ Vergelijk product



Ariel Allin1 PODS cadeau

★★★★★ (1)

**Whirlpool FFD6E 9638
BCEV F wasmachine**

497,- Adviesprijs 629,-

✓ Op voorraad



- Energieklasse D
- Vulgewicht 9 kg
- max. 1600 toeren
- 85 dB centrifugeren

☐ Vergelijk product



Black Friday Deal

★★★★★ (84)

**AEG L8FEN96CAD OKOMix
AutoDose wasmachine**

866,- Adviesprijs 1.329,-

✓ Op voorraad



- Energieklasse A
- Vulgewicht 9 kg
- max. 1600 toeren
- 76 dB centrifugeren

☐ Vergelijk product



Black Friday Deal

**Miele WED 174 WPS
wasmachine**

1.379,-

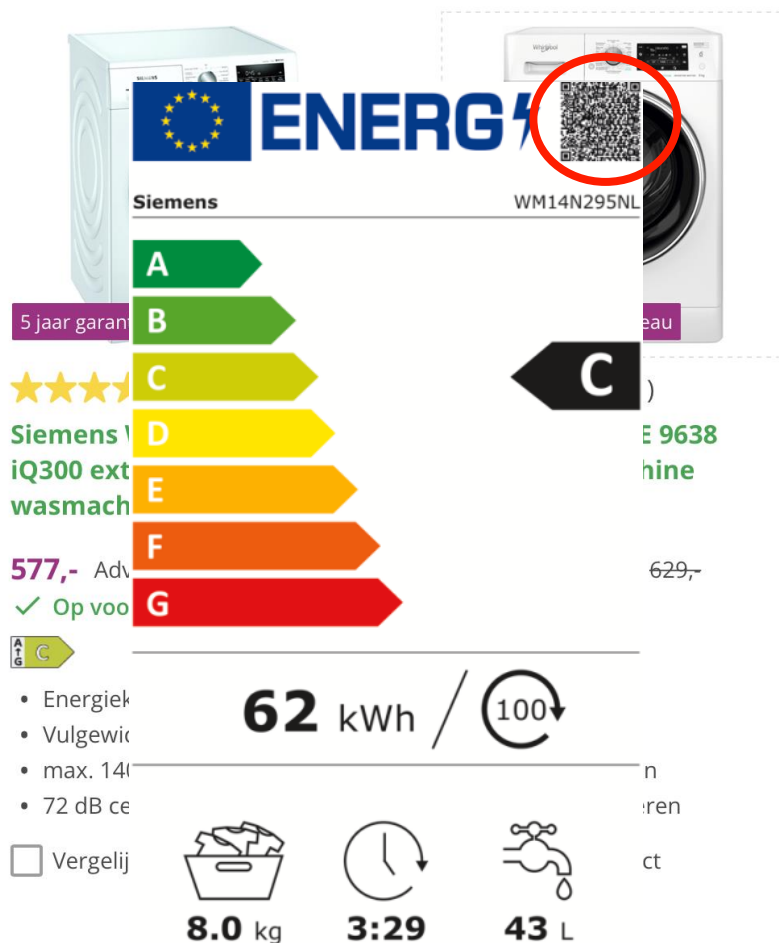
✓ Op voorraad



- Energieklasse A
- Vulgewicht 9 kg
- max. 1400 toeren
- 70 dB centrifugeren

☐ Vergelijk product

the EU Energy label



★★★★★ (84)

**AEG L8FEN96CAD OKOMix
AutoDose wasmachine**

866,- Adviesprijs 1.329,-

✓ Op voorraad

- A**
- Energieklasse A
 - Vulgewicht 9 kg
 - max. 1600 toeren
 - 76 dB centrifugeren

☐ Vergelijk product



**Miele WED 174 WPS
wasmachine**


1.379,-



✓ Op voorraad

- A**
- Energieklasse A
 - Vulgewicht 9 kg
 - max. 1400 toeren
 - 70 dB centrifugeren

☐ Vergelijk product

the EU Energy product information sheet

 An official website of the European Union How do you know? ▾

 European Commission  English

EPREL - European Product Registry for Energy Labelling












[Home](#) > [Washing machines](#) > 335652

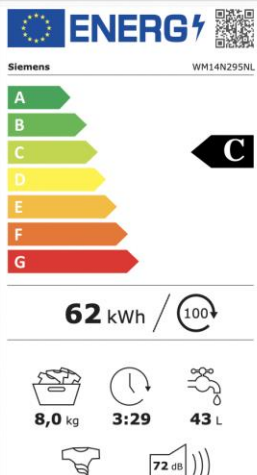
Washing machines

COMMISSION DELEGATED REGULATION (EU) 2019/2014 with regard to energy labelling of household washing machines and household washer-dryers

Siemens
WM14N295NL

General information

	Overall dimensions	85 (Height) x 60 (Width) x 63 (Depth)	cm
	Energy efficiency Index (EEI)	68,6	
	Washing efficiency index	1,04	
	Rinsing effectiveness	4,5	g/kg
	Energy consumption [per cycle, eco 40-60 programme]	0,624	kWh
	Weighted energy consumption [per 100 cycles, eco 40-60 programme]	62	kWh
	Water consumption [per cycle, eco 40-60 programme]	43	litres
	Maximum temperature inside the treated textile (Rated capacity)	44	°C
	Maximum temperature inside the treated textile (Half)	37	°C
	Maximum temperature inside the treated textile (Quarter)	23	°C
	Weighted remaining moisture content	52	%
	Spin speed (Rated capacity)	1 400	rpm



Siemens WM14N295NL

ENERGY

A
B
C
D
E
F
G

62 kWh / 100

8,0 kg 3:29 43 L

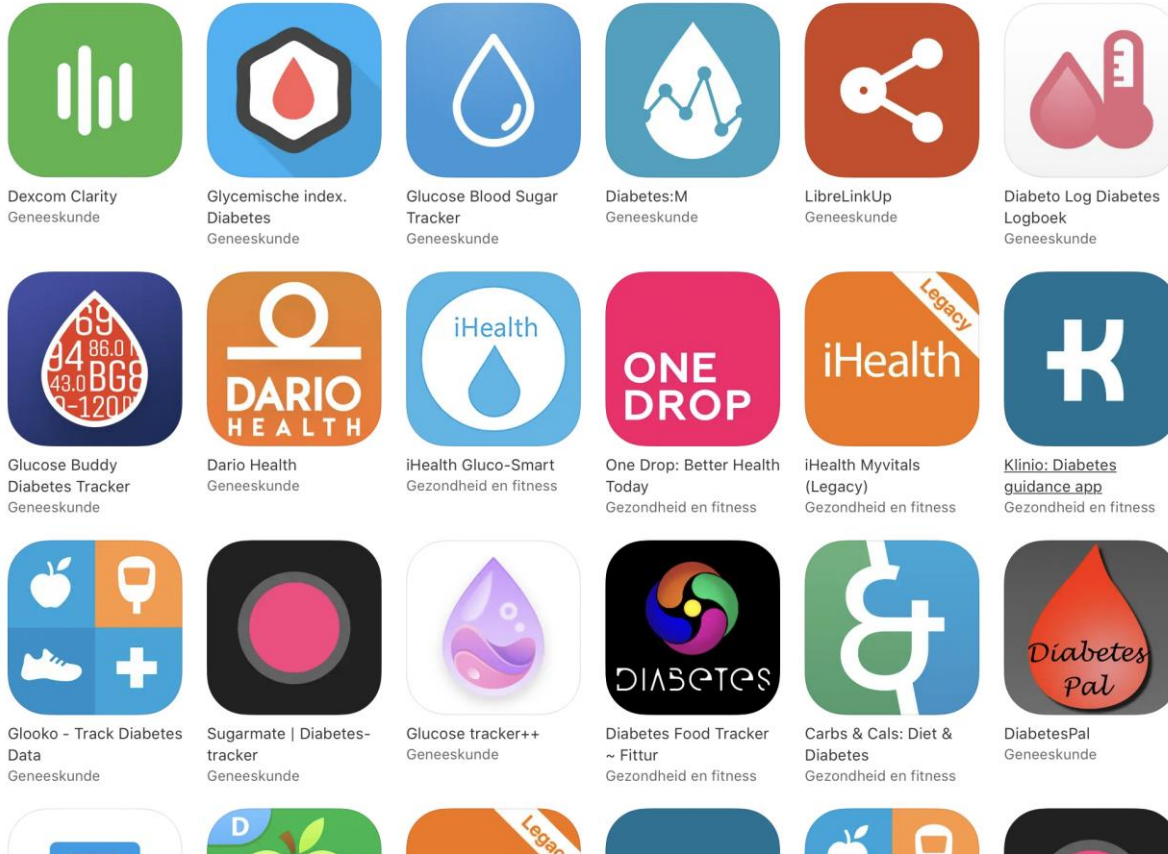
72 dB

why: how to distinguish a “good” health app?

App Store Preview

mySugr - Diabetestracker-log

Suggesties voor jou

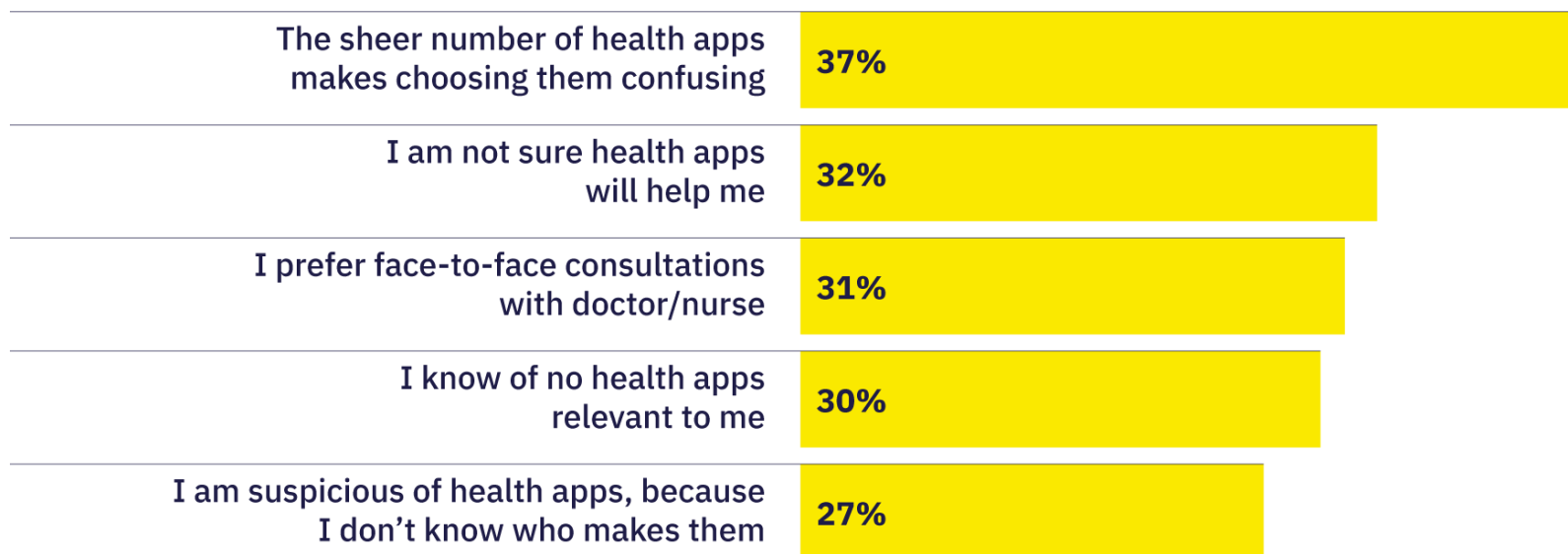


Wyatt (2018) How can clinicians, specialty societies, and others evaluate and improve the quality of apps for patient use?

Larsen et al. (2019) Using science to sell apps: Evaluation of mental health app store quality claims

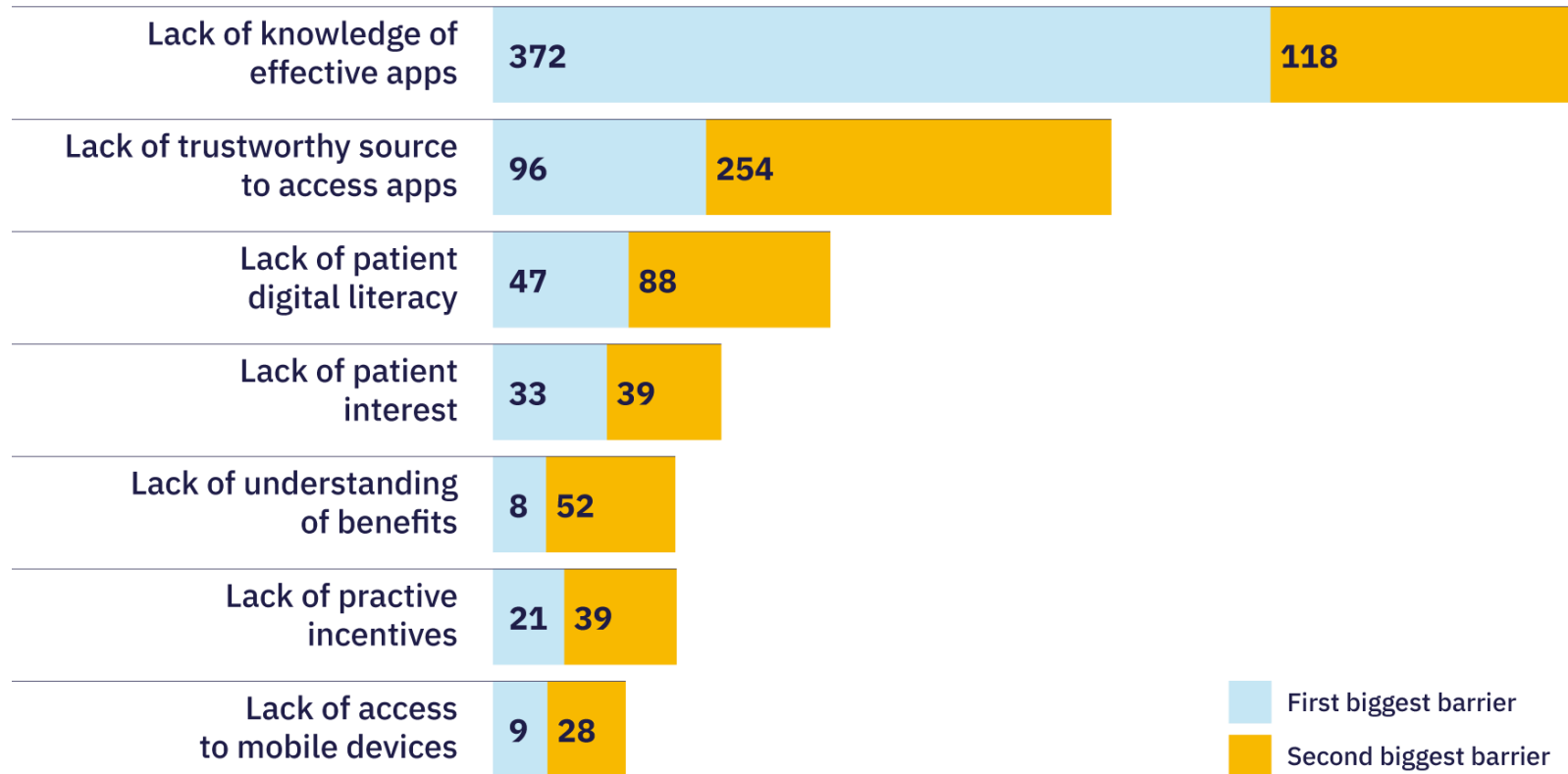
Singh et al. (2016) Many health apps target high-need, high-cost populations, but gaps remain

choosing a 'good' health app is difficult



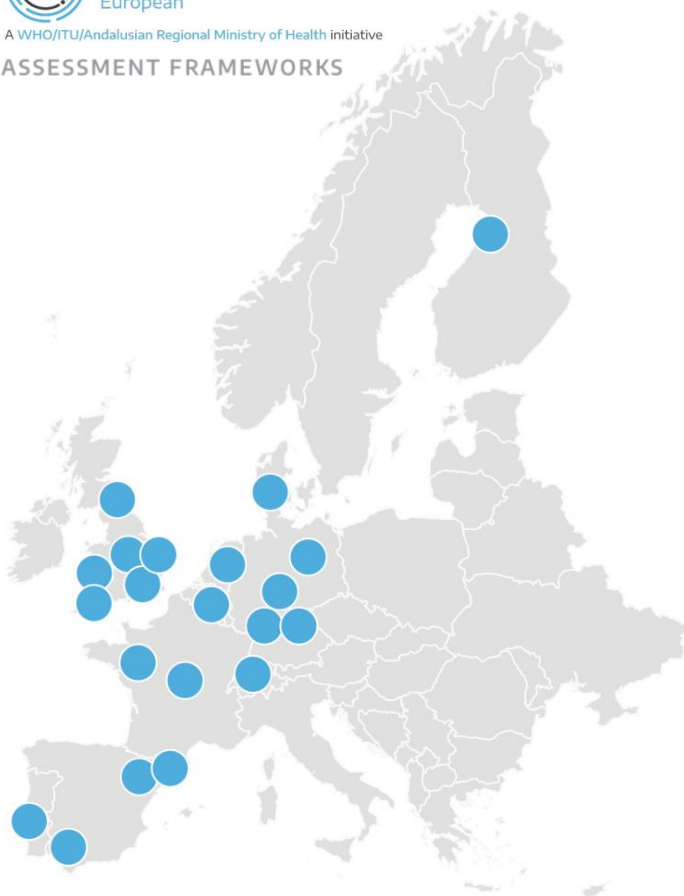
Get-ehealth.eu (2015) What do patients and carers need in health apps – but are not getting? Global survey of 1,120 patients and carers

choosing a 'good' health app is difficult



Byambasuren et al (2019) Current knowledge and adoption of mobile health apps among Australian General Practitioners: Survey study

delivering a 'good' health app is difficult



mHealth Hub (2022) Health App Assessment Frameworks



The Fast-Track Process for Digital Health Applications (DiGA) according to Section 139e SGB V
A Guide for Manufacturers, Service Providers and Users

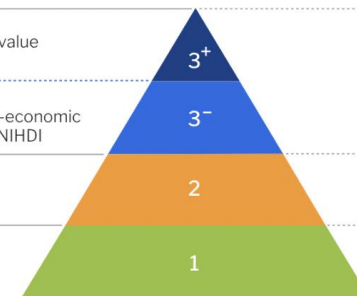


I have fully proven my social-economic value and I am definitely financed by NIHDI

I am in the process of proving my social-economic value and I am temporarily financed by NIHDI

I am safely connected

I am a CE certified medical device



moveUP

reviewing a ‘good’ health app is difficult too

npj | digital medicine

Health app policy:

- Belgium
- Denmark
- England
- Germany
- Netherlands
- Norway
- Sweden
- Singapore
- United States

“There is great interest in the use of apps in all the countries evaluated, but even Belgium, Germany and the UK, which are relatively far along in their operationalization of frameworks, are struggling with efficient implementation.

Cross-national efforts are needed around regulation and for countries to realize the benefits of these technologies.”

Essén et al (2022) Health app policy: international comparison of nine countries’ approaches

EU policy context

- The *Green Paper on mobile health* (2014) addresses the potential benefits and risks of health apps, questioning **how to verify or ensure the efficacy of health apps** (e.g. certification schemes) and **how to better inform users** on the quality and safety of these apps
- The *Communication on enabling the digital transformation of health and care in the Digital Single Market* (2018) highlights “digital tools and data for citizen empowerment and person-centred care” as a key priority and proposes **common principles and certification** to facilitate supply of these tools, also by Small and Medium-sized Enterprises
- *CEN-ISO/TS 82304-2:2021 (health and wellness apps – quality and reliability)*, an assignment from the European Commission to the European Committee for Standardization (CEN), International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC), delivers a **common health app assessment framework and label**
- The Proposal for a *Regulation on the European Health Data Space* (2022) calls for **voluntary labelling of wellness apps** (Article 31) and a **cascading effect in medical devices** that aim to be interoperable with Electronic Health Record systems
- *Horizon Europe project Label2Enable* creates **ISO 17065 EU certification scheme** for CEN-ISO/TS 82304-2 aligned with EU values and EU legislation, enabling accredited app assessors (third party assessment) to issue **trusted CEN-ISO/TS 82304-2 health app quality labels, scores and reports**

Annex II

1. General requirements

1.1. achieve the performance intended by its manufacturer and designed and manufactured such that, during normal conditions of use, it is suitable for its intended purpose and its use does not put at risk patient safety.

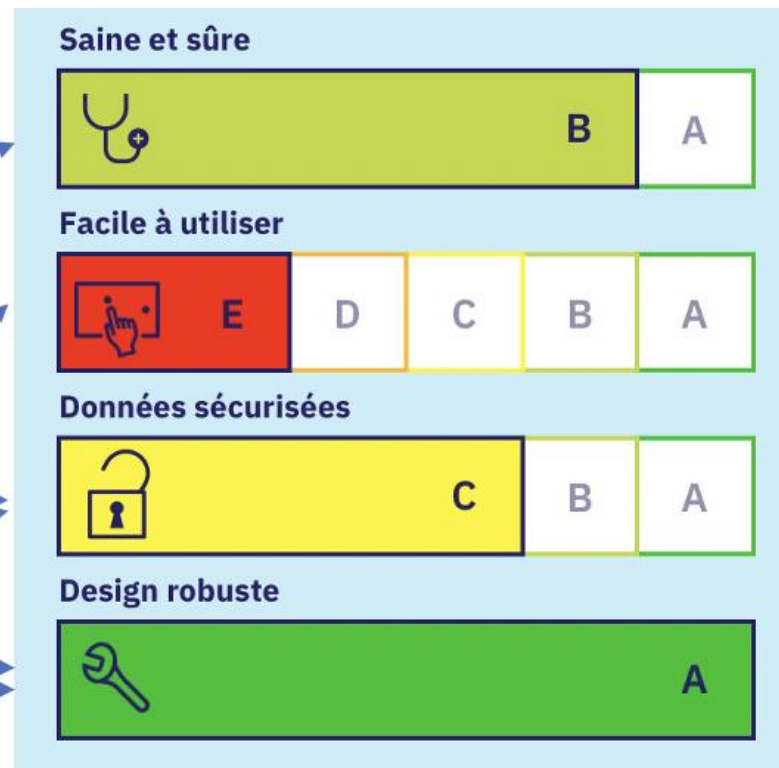
1.2. designed and developed that it can be supplied and installed, taking into account the instructions and information provided by the manufacturer, without adversely affecting its characteristics and performance during its intended use.

1.3. designed and developed in such a way that its interoperability, safety and security features uphold the rights of natural persons.

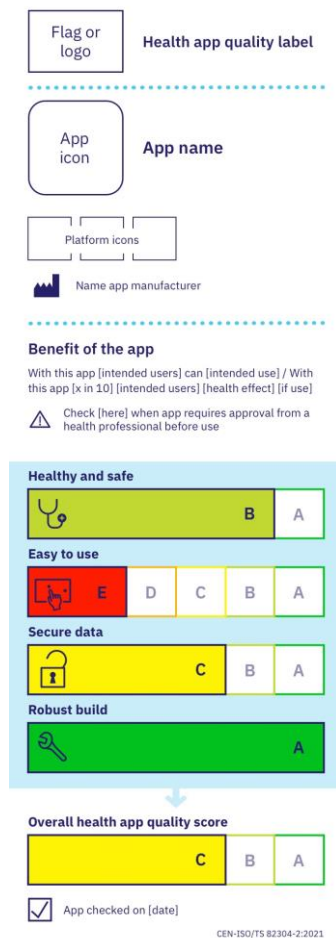
1.4. designed and manufactured in such a way that interoperability and compatibility are reliable and secure, and personal electronic health data can be shared with the EHR system.

2. Requirements for interoperability

3. Requirements for security



how: CEN-ISO/TS 82304-2:2021 helps choose apps



The diagram illustrates the components of the Health app quality label:

- Flag or logo**: Health app quality label
- App icon**: App name
- Platform icons**
- Name app manufacturer**
- Benefit of the app**: With this app [intended users] can [intended use] / With this app [x in 10] [intended users] [health effect] [if use]. Check [here] when app requires approval from a health professional before use.
- Healthy and safe**: B A
- Easy to use**: E D C B A
- Secure data**: C B A
- Robust build**: A
- Overall health app quality score**: C B A
- App checked on [date]**

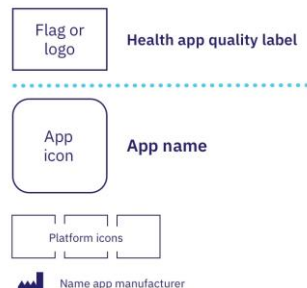
CEN-ISO/TS 82304-2:2021

Comprehensive	For wellness and medical device apps, not duplicating the work of notified bodies
Evidence-informed	Inspired by the EU energy label: used by 85% EU consumers and in 59 non-EU countries
Inclusive	Label tested with people with low health literacy
Informative	Score, label and report communicate quality in a glance to the needed detail
Proportionate	At most 81 questions, of which at most 67 score-impacting yes/no questions
Testable	Yes-answers require evidence to be assessed by accredited app assessors
Relevant	Assessment framework founded in a Delphi study with 83 experts from 8 stakeholder groups
Maintained	



https://ec.europa.eu/commission/presscorner/detail/en/MEMO_19_1596

CEN-ISO/TS 82304-2:2021 content



Benefit of the app

With this app [intended users] can [intended use] / With this app [x in 10] [intended users] [health effect] [if use]

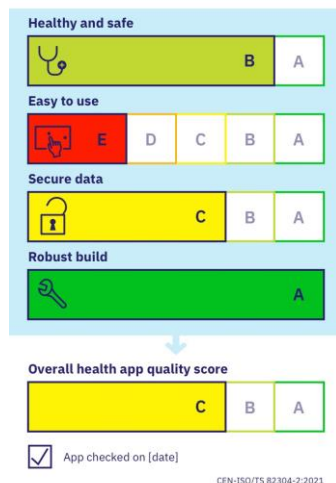
⚠ Check [here] when app requires approval from a health professional before use

Healthy and safe Health requirements, Health risks, Ethics, Health benefit, Societal benefit

Easy to use Accessibility, Usability

Secure data Privacy, Security

Robust build Technical robustness, Interoperability



Original Paper

What Makes a Quality Health App—Developing a Global Research-Based Health App Quality Assessment Framework for CEN-ISO/TS 82304-2: Delphi Study

The Label2Enable project has made this video.

- The video explains how a new label that helps you choose a health app works.
- We use the App store and diabetes apps as an example.
- The apps you will see are real.
- The app icons and name of the app and app manufacturer are not real.
- We made up the scores, and the health benefit and date you see on the label.



Funded by
the European Union

who can benefit from CEN-ISO/TS 82304-2:2021?

App manufacturers who seek to deliver quality apps



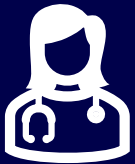
Patients, citizens, and carers who seek to use health apps



Health and care systems and authorities who seek to review / reimburse apps



Health care providers and professional societies who seek to recommend apps



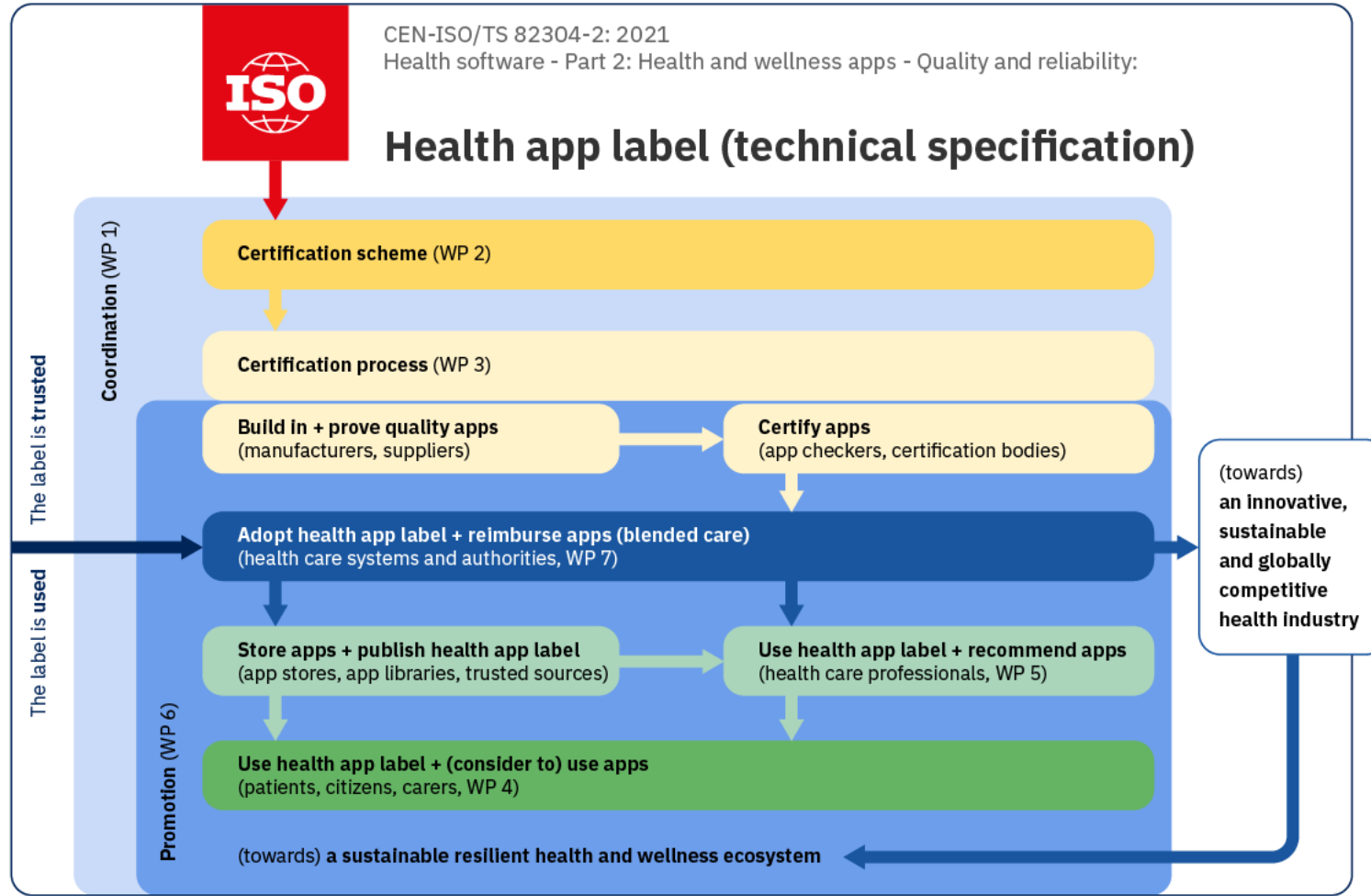
Health app assessment organisations who seek to use a trusted, globally recognised assessment framework



App stores and libraries who seek to help their customers make informed decisions on health apps



fostering the adoption of CEN-ISO/TS 82304-2



- **Title** Adopting CEN-ISO/TS 82304-2 and a trusted EU mHealth label for a single market that enables patients, citizens, health professionals, systems and authorities to benefit from a healthy supply of useful apps.
- **Duration** June 2022 – May 2024
- **Instrument** Horizon Europe
- **Type** Coordination and Support Action
- **Grant Agreement number** 101057522
- **Budget** 1,999.957.50 EUR
- **Partners**



consortium partners mirror key stakeholders

App manufacturers who seek to deliver quality apps



Patients, citizens, and carers who seek to use health apps



Health and care systems and authorities who seek to review / reimburse apps



Health care providers and professional societies who seek to recommend apps



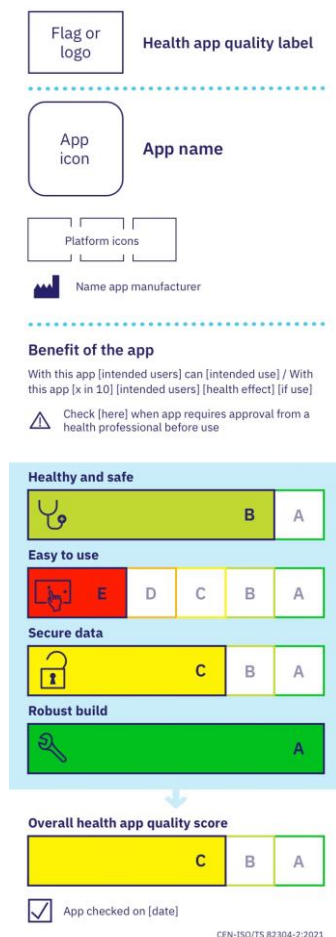
Health app assessment organisations who seek to use a trusted, globally recognised assessment framework



App stores and libraries who seek to help their customers make informed decisions on health apps



trusted – used – adopted EU mHealth label



task 2.1/2.2

Co-create a trusted ISO 17065 certification scheme for CEN-ISO/TS 82304-2

task 3.1/3.2

Test the scheme with 6 app assessment organisations and 24 app manufacturers

task 3.3

Assess business models for app assessments

task 4.1/5.1

Patient citizen carer / health care professional advisory group and board

task 4.2/5.2

Patient citizen carer / health care professional surveys

task 4.3

Test the label with people with low health literacy in 4 corners of Europe

task 4.4/5.1

Co-create educational material label / Propose detail health app quality report

task 5.3

Assess how to position the label in app stores, app libraries and trusted sources

task 6.3/7.1

Multi-stakeholder backcasting workshops / Analyse authorities' use of 82304-2

task 7.2


Explore with insurers / HTA bodies value 82304-2 in their decision-making


TRUST

USE

ADOPTION
(single market)

early adopters

 Trygg helseapp

 BrainTwin




 Nordic Brain Tech AS


Fordeler med

Brain Twin er en dagbok som hjelper deg å holde oversikt over hodepine og medisinbruk. Du får tilgang til personlige analyser og statistikk som du kan bruke til å få en bedre hverdag.

Trygg og effektiv

 A

Lett å bruke

 A


Datasikkerhet

 A


Robust konstruksjon

 A

Helseappens totalscore

 A

☒ App verifisert [18.02.2022]

 Trygg helseapp

 Lifeness



 Lifeness AS


Fordeler med

Lifeness er en skybasert oppfølgingsassistent for forebygging, oppfølging og behandling av overvekt og fedme, livstilrelaterte og kroniske sykdommer. Samtidig er Lifeness et brukervennlig selvhjelpverktøy for brukeren.


Trygg og effektiv

 A


Lett å bruke

 A


Datasikkerhet

 A

Robust konstruksjon

 A

Helseappens totalscore

 A

☒ App verifisert [17.02.2022]

“People are using more and more health apps. It is a desired development. There is no easy way to know that the apps are safe to use. Project "Safer health apps" wants to do something about it. The Directorate of Health, Norwegian Health Network and the Directorate for e-Health are working together on the project.

In the period January – March 2022, the project has tested an evaluation framework together with five app suppliers. The evaluation is carried out as a combination of self-completion and interviews. The self-filling forms are published together with the apps. After the evaluation, each app is awarded a quality mark that shows the quality of the app in the following areas:

Safe and effective
Easy to use
Data security
Robust construction
Quality branded apps”

<https://www.helsedirektoratet.no/om-oss/forsoksordninger-og-prosjekter/tryggere-helseapper>



Email

info@label2enable.eu

Website

label2enable.eu

Twitter

[@label2e](https://twitter.com/label2e)

LinkedIn

linkedin.com/company/label2enable

Facebook

facebook.com/label2enable



Citizens' views on using health and wellness apps – insights from a large-scale EU survey

Mariam Shokralla

Digital Health Consultant

Leiden University Medical Center

The survey results are not public yet, this part of the webinar cannot be shared.



Eline Heemskerk

Senior Consultant at Pharos, Netherlands

Addressing the barrier of low health literacy for the adoption and use of health and wellness apps: best practices

Pharos: Dutch centre of expertise on Health disparities

- Sustainable improvement of the quality, effectiveness and accessibility of care and prevention for people with limited health literacy, non-western migrants and refugees.
- Reduce existing health disparities between different groups of people.

Personal health literacy

- **Personal health literacy** is the degree to which individuals have the ability to **find**, **understand**, and **use** information and services to inform health-related decisions and actions for themselves and others.

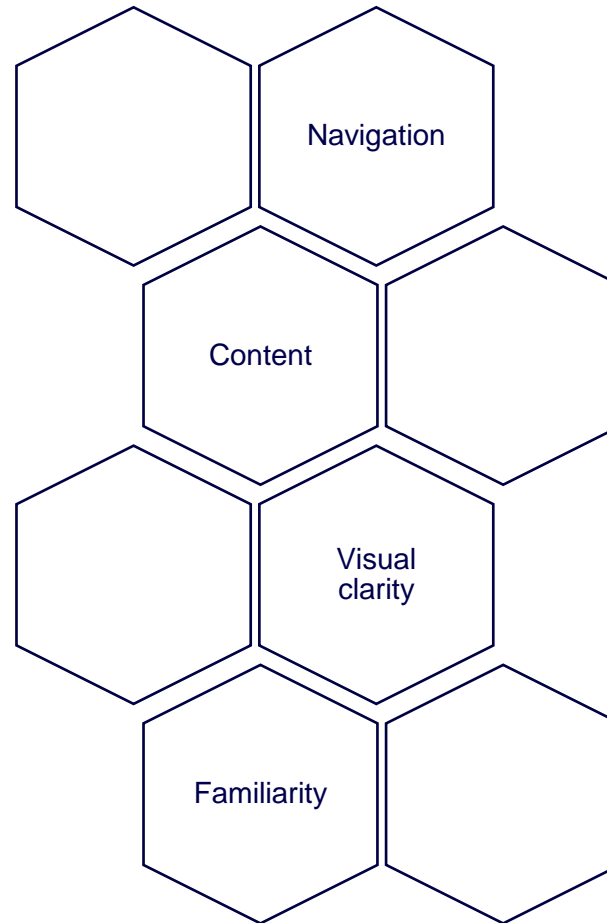
Skills

- Reading and writing
- Knowledge of health & diseases
- Knowledge of healthcare system
- Planning & organizing
- Numeracy
- Asking questions



Why health apps?

- Better understanding of health (condition)
- Personalized information
- Interactive
- Use of audio, visuals (video, images)



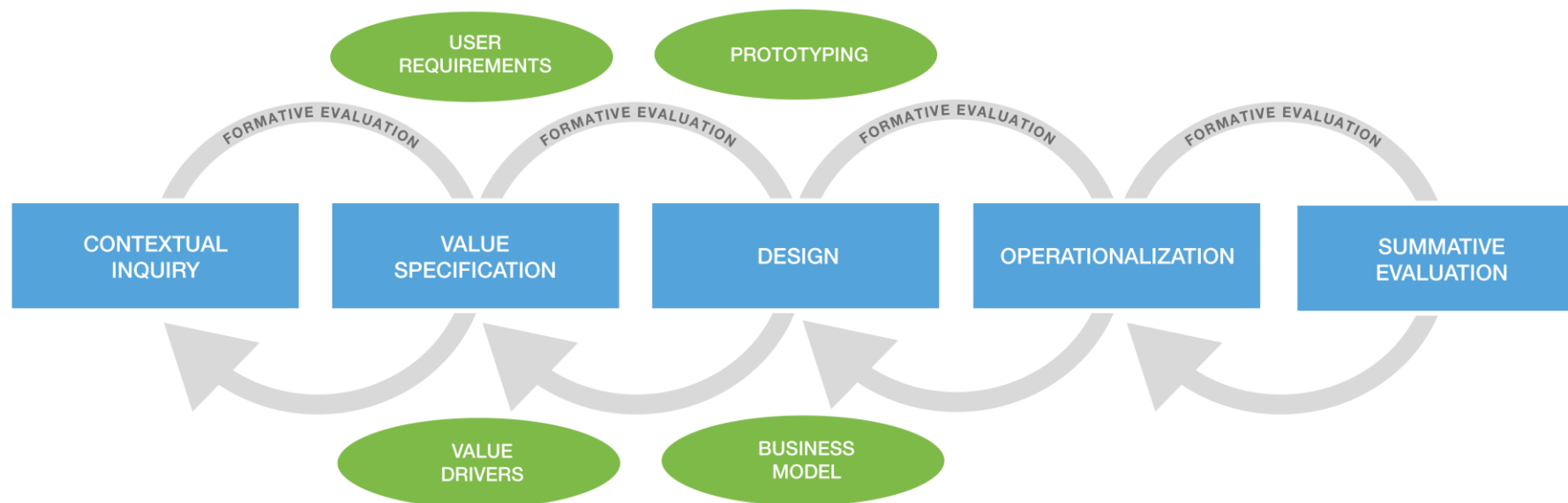
Why is testing important?

Understandable

Usable

Useful

Including end users



CEHRES ROADMAP

Center for eHealth Research and Disease Management
<http://www.ehealthresearchcenter.org>

Thank you for your attention

More information e.heemskerk@pharos.nl

Website pharos.nl



A health app platform providing a budget to purchase preselected apps as an innovative way to support public health?

Romy Willemsen

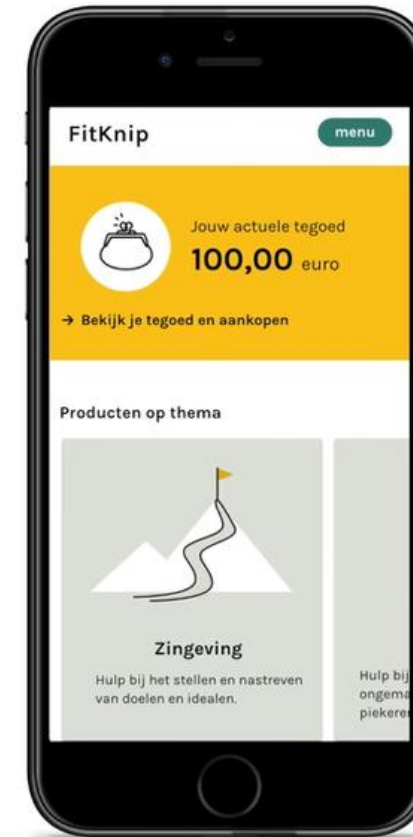
Researcher eHealth and Project Manager Label2Enable

Leiden University Medical Center / National eHealth Living Lab

Barriers for uptake of health apps

Barriers

- Overload
- Privacy and security
- Scientific evidence
- Quality
- Financial barriers



Goals

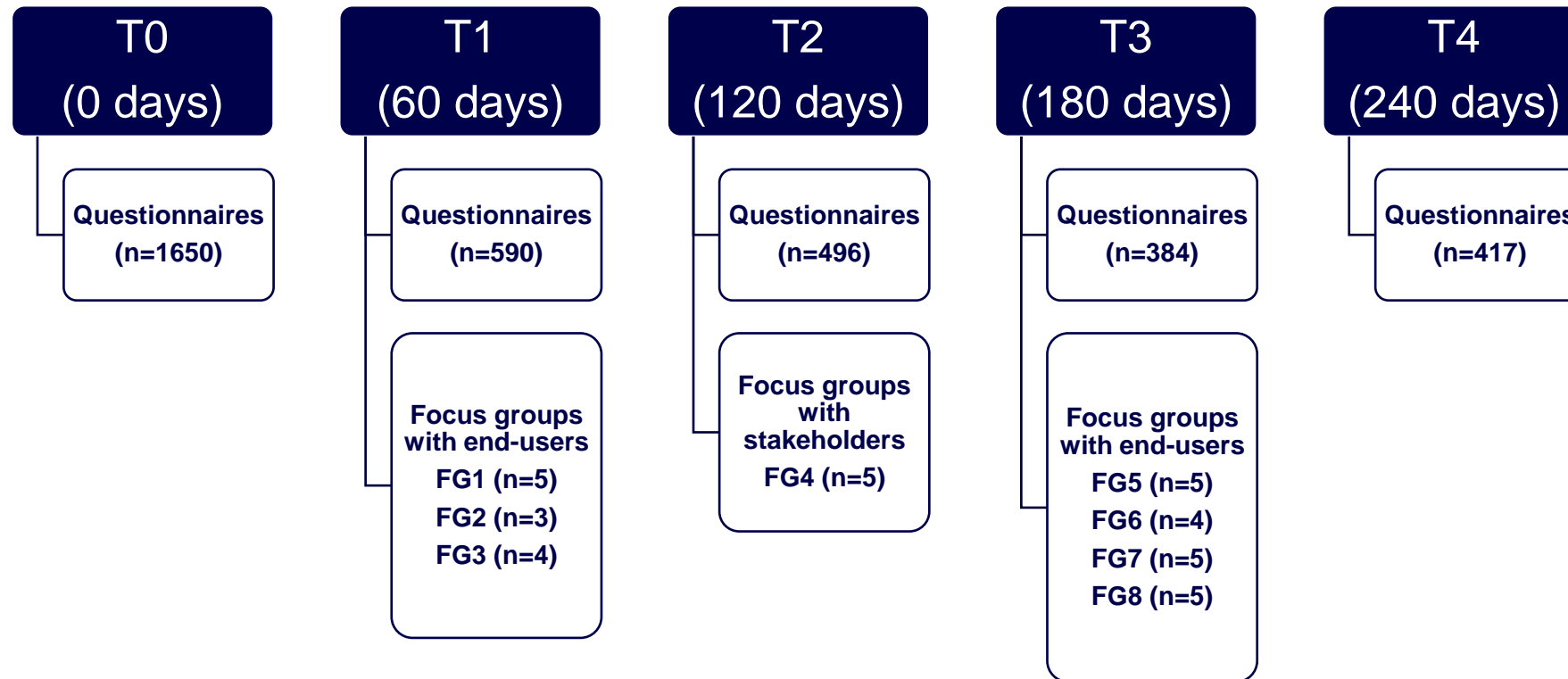


Goal FitKnip: FitKnip as an innovative tool to stimulate the uptake and usage of ehealth, ultimately supporting a healthier society



Goal of the study: To scientifically evaluate FitKnip, regarding:

- Feasibility
- Acceptability
- Health empowerment
- Health outcomes



Study population



45 years



71.3% Female

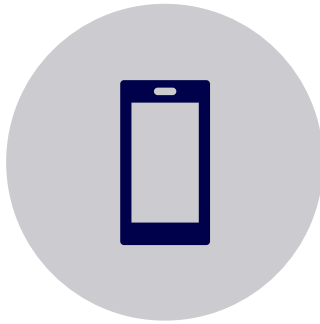


79.2% Highly educated

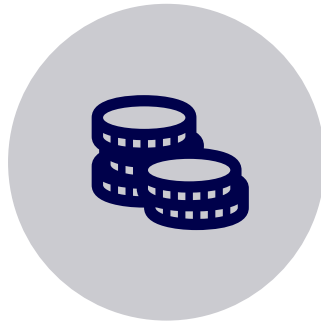


35.9% Diagnosis

Feasibility



**2 APPS PER
PERSON**



**24,00 EURO
SPENT**



1. Activity tracker
2. Mindfulness
3. Healthy Living
4. Communication
5. Self Image

Concept

- Useful concept: financial barrier + preselection
- Budget
 - Satisfactory
 - Too low

'I find this an incredible initiative, since people are stimulated to use eHealth and money is no longer a barrier for using eHealth.' Female, 27 – Focus group at T1

Acceptability (Median, IQR)	T1 N=579
Ease of payment system	8 (7-10)
Satisfaction look and feel website	7 (6-8)
Satisfaction amount of apps	6 (4-7)
Satisfaction with type of apps	6 (4-7)
Satisfaction with budget	9 (7-10)

Acceptability

- User friendliness
 - Motivational reminders

'I bought an application. You don't finish the program at once. Therefore it can happen that you forget about it. That is a shame. There should be a system, that if you don't log in for a week and you didn't finish the program, you will receive an app or e-mail.' Female, 63 – Focusgroup at T3

Acceptability

- Missing lifestyle apps
- Apps in varying levels of expertise
- Guidance towards suitable apps
 - Information applications
 - Categorization in themes
 - Personal selection

'I think it would be helpful if I could fill out a couple of questions and that based on these results, recommendations for suitable health apps are being provided' Female, 27 – Focusgroup at T1

Conclusion



End-users and relevant stakeholders are enthusiastic about the idea behind FitKnip



The needs of end-users and suggestions for improvement identified



Personalized and flexible platform

Thank you for your attention

More information info@label2enable.eu

Website label2enable.eu

Awareness & Discovery

Related to our general awareness about apps and how we find (discover) new apps

- Ask a friend / family member
- Ask my doctor
- Search myself (where? – google, app store, social media, ...)
- Ask my voice assistant
- ...

Appraisal & Selection

Related to how we judge which app is best suitable for us

- What criteria are important to you? e.g. rating/star, ease of use, security, ...
- How do you know if the information shown is impartial and comparable across apps?
- The role of costs (e.g. free vs. freemium, on prescription)?

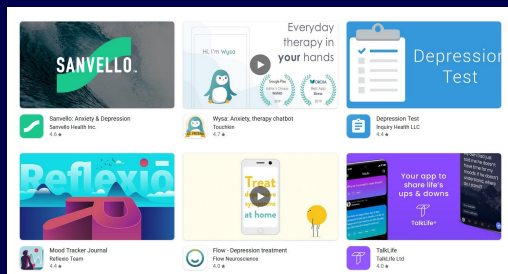
Use

Related to how we utilise the app for an extended period of time

Impact

Related to the results (or lack of results) we observe after using the app for a while

Example: search in Play Store for „depression app“





Sanvello: Anxiety & Depression
Sanvello Health Inc.
4.6 ★



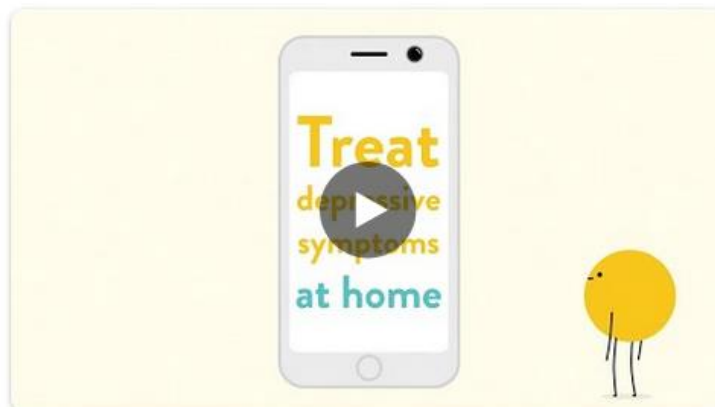
Wysa: Anxiety, therapy chatbot
Touchkin
4.7 ★



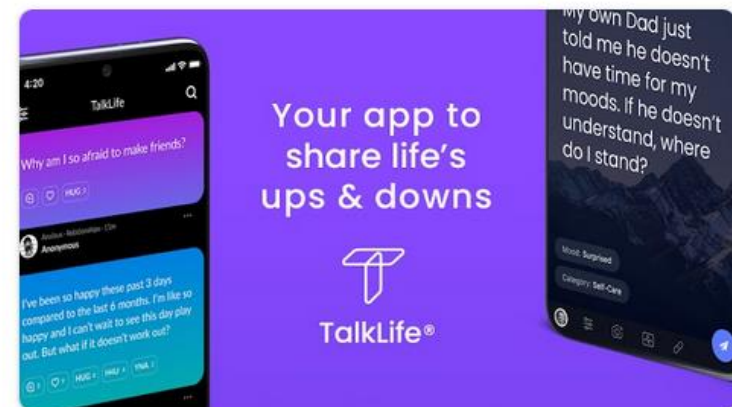
Depression Test
Inquiry Health LLC
4.4 ★



Mood Tracker Journal
Reflexio Team
4.4 ★



Flow - Depression treatment
Flow Neuroscience
4.0 ★



TalkLife
TalkLife Ltd
4.0 ★

Short interactive session with the participants: painting the perfect future for using health apps

What would be, for you, the ideal way of finding (discovering) apps that are good for you in 10 years?

 Mentimeter

link sent to me by my health professionals

A label and a recommendation by a HcP

App store survey that then gives personalised suggestions

Reviews and comments with a clear approval rating linked to my specific problem.

In the future, apps may use AI algorithms and machine learning to analyze users' behavior, preferences, and interests to provide personalized app recommendations.

Professional directed

validated / officially labelled apps by the health authorities

AI chatbot with a questionnaire to drill down my goals and recommend me only good apps based on my needs

I would do a desk research on google and then assess the quality and trust among stakeholders (doctors, psychologist etc)

quality label and app library for high quality apps

Scientists recomend

Would expect curated lists of Apps according to needs, symptoms, conditions provided by many organisations and bodies incl. government

Short interactive session with the participants: painting the perfect future for using health apps

What barriers do you experience in selecting suitable health apps, that should be solved within 10 years?  Mentimeter



Thank you for your attention

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