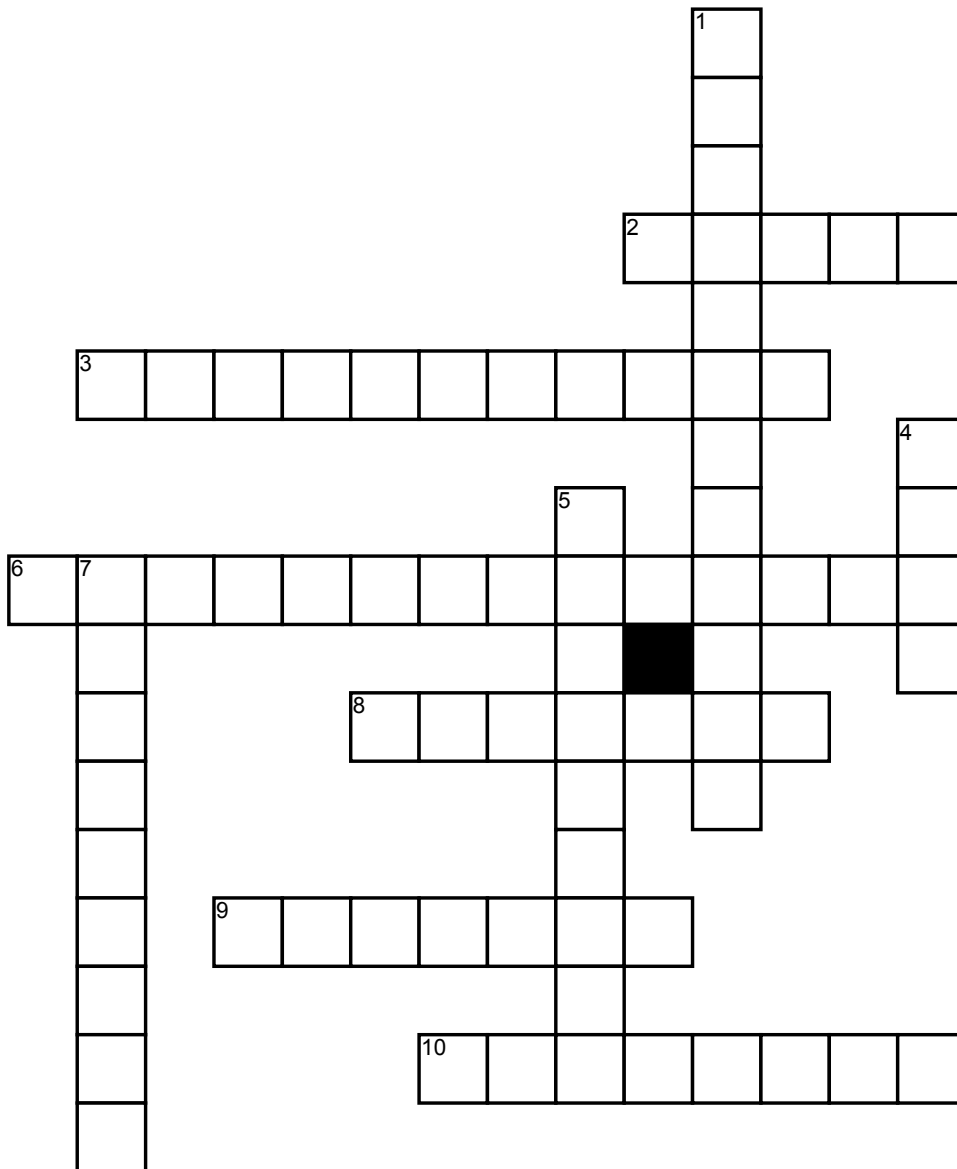


Name: _____

Date: _____

Product Dispute Procedures (DPS & Specialty Teams Only)



Across

2. Due to the complexity of delivering and maintaining different types of _____, Discover Card has chosen not to send copies of recordings or digital screen shots to customers.
3. You must select the correct reason for _____.
6. If your customer uses alleged unrecognized language but asks for greater compensation, you will provide six _____ credit.
8. _____ unauthorized.
9. Where can a customer get more information about the settlement?
10. When a dispute is initiated a _____/Complaint must ALWAYS be completed.

Down

1. Alleged _____.
4. When initiating a dispute, any adjustments to late fee/delinquency/credit bureau history will be completed by the _____ team who works the dispute case.
5. Customers who purchase Discover Payment Protection, Identity Theft protection, Wallet Protection or Credit Score Tracker by _____ between Dec. 1, 2007 and Aug. 31, 2011 were eligible for a settlement refund under the settlement.
7. If a caller claims the customer was _____ of enrolling in a Protection Product, connect the caller to a supervisor.