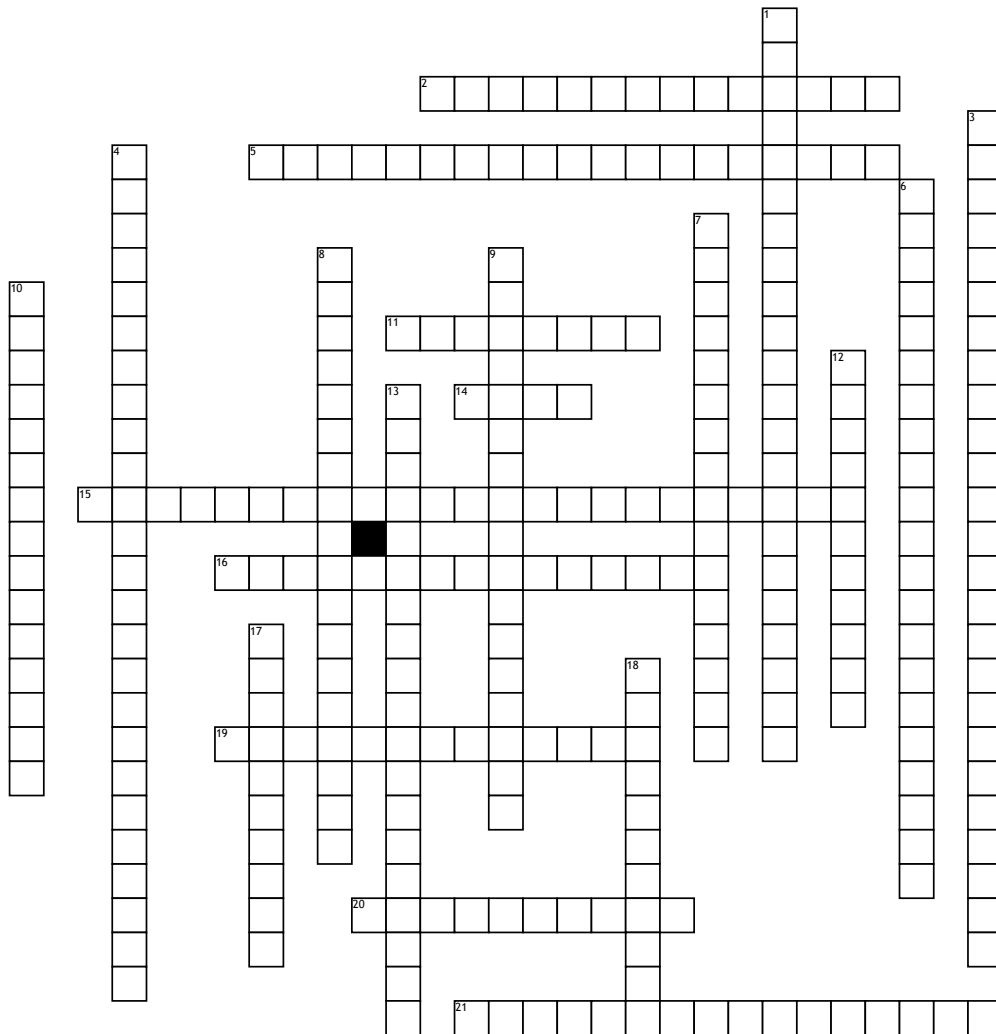


Name: _____

Date: _____

SDE Subjects



Across

- 2. "I don't want you drafting from my account, is there another way I can make monthly payments?"
- 5. "Can I get an extension on my cancellation date?"
- 11. "I need a quote"
- 14. "I need to pay for my life insurance"
- 15. "Is my account in collections yet?"
- 16. "I'm online and I only see my home policy. Where is the auto?"
- 19. "I am trying to create an online account but it says my information is wrong"

- 20. "My agent was supposed to hold my draft, can I have my money back?"
 - 21. "I changed banks and I need to give the new routing and account number"
- Down**
- 1. "I'm Sanjay from 5th Third bank"
 - 3. "I am trying to make a payment online but it won't pull up my account"
 - 4. "I sent a check in and it cleared but I still have a NOC. What happened to my payment???"
 - 6. "I'm an agent and I need to add a 1975 Buick Regal and it won't come up in my system"
 - 7. "Can you hold my draft this month?"

- 8. "Why was my policy cancelled?"
- 9. "One of your policyholders just hit me!!!"
- 10. "Did you get the payment I mailed in last week?"
- 12. "I am on the 9 month pmt plan but I can't pay this month, what can I do?"
- 13. "I am getting my car inspected and need a copy of my insurance card"
- 17. "My agent was supposed to hold my draft, can I have my money back?"
- 18. "My agent is so rude! I want to speak to the complaints department!!!"

Word Bank

- | | | | |
|--------------------------------|----------------------------|------------------------|----------------------------|
| Creation Issue | AgentIssues | Policy View Issue | BillingMisapplied Payments |
| ExpressPayUpdate | Cancellation - Collections | Adjustments | Skip Debit Request |
| CancellationStatus | ACH Request | Life | Prospect |
| Policy Inquiry - Mortgagee | Misdirected - Claims | Cancellation - Rescind | Change Pay Plans |
| Online Account - Payment Issue | Last Payment Made | Misdirected-Processing | Policy Inquiry - ID Card |
| ACHRequest | | | |