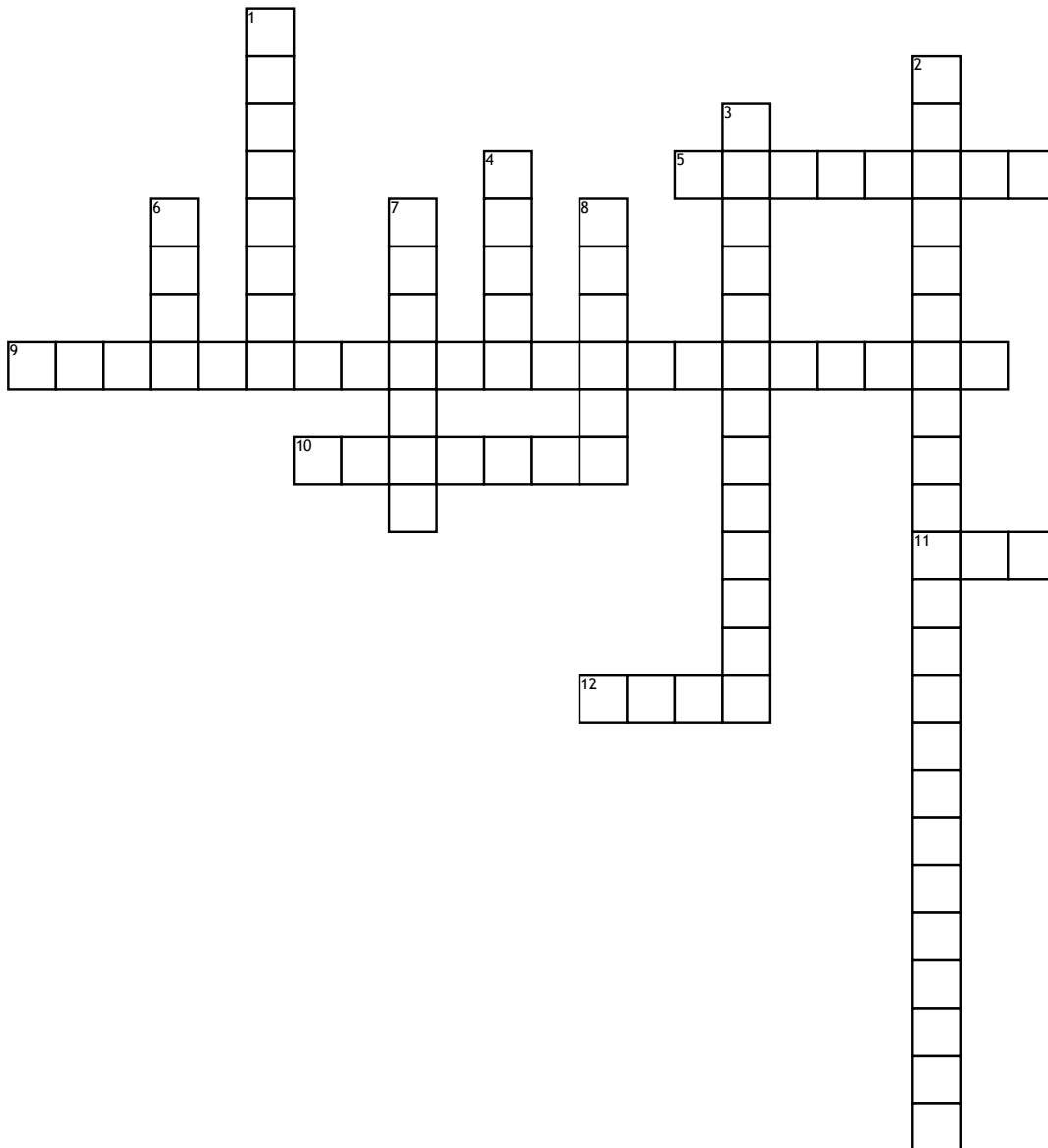


# TCF Crossword Puzzle



**Across**

- 5. Outcome 6: Customer should not face any unreasonable \_\_\_\_\_ when trying to make a claim or log a complaint
- 9. What is one of the FirstRand promise that speaks to TCF?
- 10. Synonym: Act of assistance.
- 11. How many TCF outcomes are there?

12. Outcome 2: We design products and services that \_\_\_\_\_ the needs of the customers

**Down**

- 1. TCF is an \_\_\_\_\_ based regulatory approach.
- 2. What does TCF stand for?
- 3. What is TCF also known as?

- 4. Which outcome is this? 'Provide customer with correct information and always keep them informed'
- 6. Who is the regulator and supervisor of TCF?
- 7. Principle for Outcome 1 is \_\_\_\_\_ and governance.
- 8. Guidance or recommendations offered with regard to future action.