

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# TCF Word search

D G A F K T E C N A M R O F R E P T C U D O R P  
E G S C I N C L E G D E L W O N K T C U D O R P  
S S V U C N V U N G I S E D T C U D O R P Y P S  
A T Z C P E A O D E R U T L U C Y L R I A F W E  
B N M O F E P N O N Z I S S P R O M I S E S D R  
S I E R S C R T C N O E J E O G S T H N I T W U  
E A E R R U T V A I O C T T R C D F T O U D O T  
M L T E E S S A I B A I T A D V R U G I W P K A  
O P C C D T U N R S L L T E R A I U Z S I O P E  
C M U T I O I I Y G O E I A K T B C T I H P W F  
T O S I V M T D H L E R S N C R S Z E C O O J G  
U C T N O E A I E Y S T Y T S I A N H E A V A N  
O E O F R R B S Y D R V A X A T N M O D Q I C I  
T C M O P R L C T G M O H C B N I U I M C A L N  
R N E R H E E L Z I E T T A C J D T M J E N A I  
E A R M C S A O Q H H T R A N O B A U M A D I A  
A N N A T E D S P O F R A J L I R V R T O W M R  
T R E T I A V U L X I Q B R C U J D C D I C S T  
I E E I W R I R Z E Q T K D T Z G T I V S O U V  
N V D O S C C E R L L Y U Z H S B E H N T M N O  
G O A N K H E S M A R K E T I N G V R G G S S R  
E G I E L C Y C E F I L T C U D O R P Q I L X G  
U S K E P T I N F O R M E D Z R P R Y M G R Y K  
L C L Q K C G P R I N C I P L E S T I F E N E B

- |                       |                      |                     |                     |                    |
|-----------------------|----------------------|---------------------|---------------------|--------------------|
| financial institution | acceptable standards | product performance | correct information | target accordingly |
| meet customer need    | product life cycle   | product knowledge   | customer research   | switch providers   |
| suitable advice       | market conduct       | outcomes based      | product design      | communication      |
| kept informed         | supervisory          | demonstrate         | governance          | disclosure         |
| regulatory            | complaints           | decisions           | principle           | marketing          |
| barriers              | benefits             | features            | training            | treating           |
| promises              | strategy             | service             | culture             | fairly             |
| claims                | costs                | right               |                     |                    |