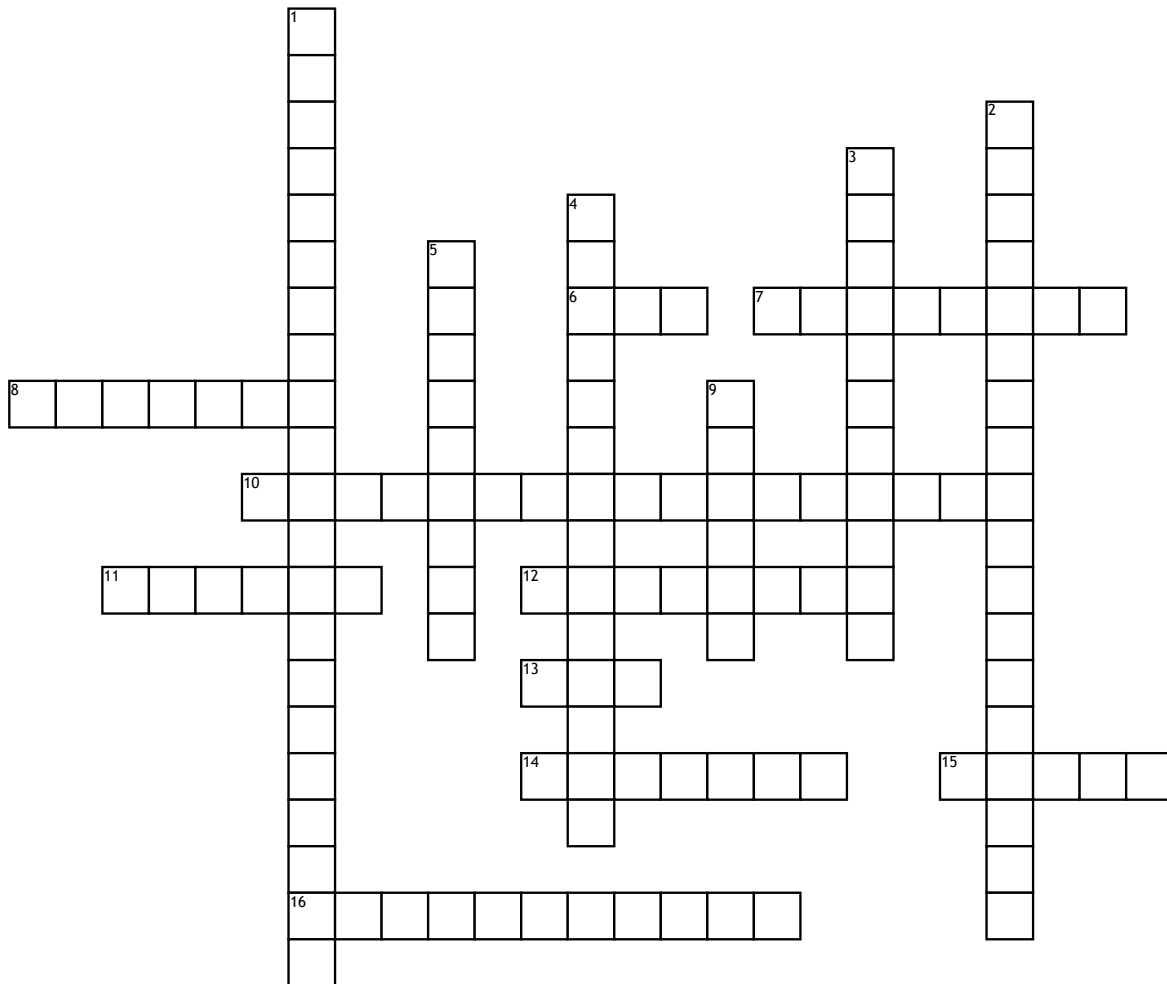


Welcome to Cards



Across

- 6. ___ Cards are commonly referred to as "chip cards"
- 7. The system in which we log our calls
- 8. _____ is the card maintenance section of AS400
- 10. Four digit number the account holder chose at account open to verify the account
- 11. What is the fraud detection network that monitors card transactions from numerous clients to assess the likelihood of fraud through Fiserv?
- 12. Having a smile on your face when speaking with a customer will positively affect the _____ that comes through your voice

- 13. If an IVR screen pop up appears and the _____ space is empty, the customer is not verified
- 14. Max minutes allowed of personal time per day
- 15. You are not allowed to leave the premises during a _____
- 16. If a customer requests a new card, the only delivery option they can use that is free is _____

Down

- 1. This form is used when you have forgotten to clock in/out or need vacation/personal time added to your timecard
- 2. Announcement, E-Forms, and Documents and Resources for our department can be found where in Our World?

- 3. This type of denial occurs when the customer is attempting to make a purchase to a blocked merchant and/or country
- 4. The amount of bank funds the customer is able to utilize
- 5. Your Fiserv security token must be stored in the _____ of your filing cabinet
- 9. Rental car holds can remain on an account for how many days?