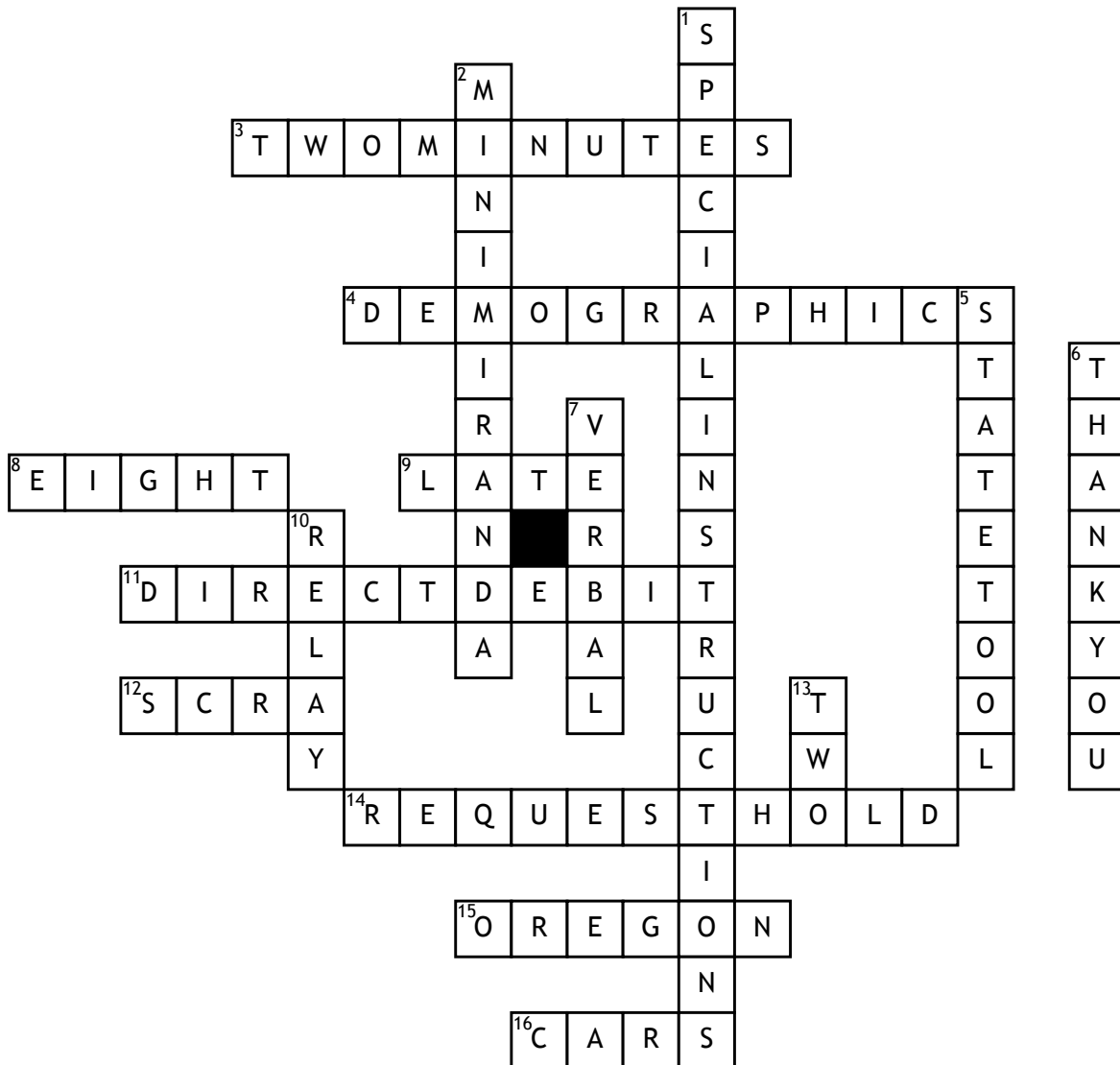


WFA Policy & Procedure Crossword Puzzle



Across

3. If there is no response from a customer but background noise at the beginning of an inbound call, how long should you wait before ending the call?

4. Only change _____ information for the profile of the account holder with whom you are speaking.

8. How many states require a customer signature for a deferment?

9. At the customer's request, you may provide a one-time waiver of a _____ charge of reasons listed in the policy.

11. The _____ system automatically checks for NSF's and provides a message if any are recorded for the account.

12. What does warning flag "44" indicate?

14. What does CARS State "N05" stand for?

15. In what compliance state must the collector disclose his/her name and purpose of the call within the first 30 seconds?

16. What is the abbreviation for Collections and Recover system?

Down

1. After following the procedure for a verbal authorization, where do you document the details on the account?

2. The Law of some states require us to inform you that this communication is an attempt to collect a debt and that any information obtained will be used for that purpose.

5. What tool do you use to view specific information by state?

6. What are you required to say when closing an outbound or inbound call?

7. Wells Fargo accepts _____ and written request to cease and desist communication.

10. To assist our customers who have a hearing impairment or other disabilities we accept this type of call.

13. A long-term PTP is any payment plan on a scheduled frequency that brings the account current within _____ months.