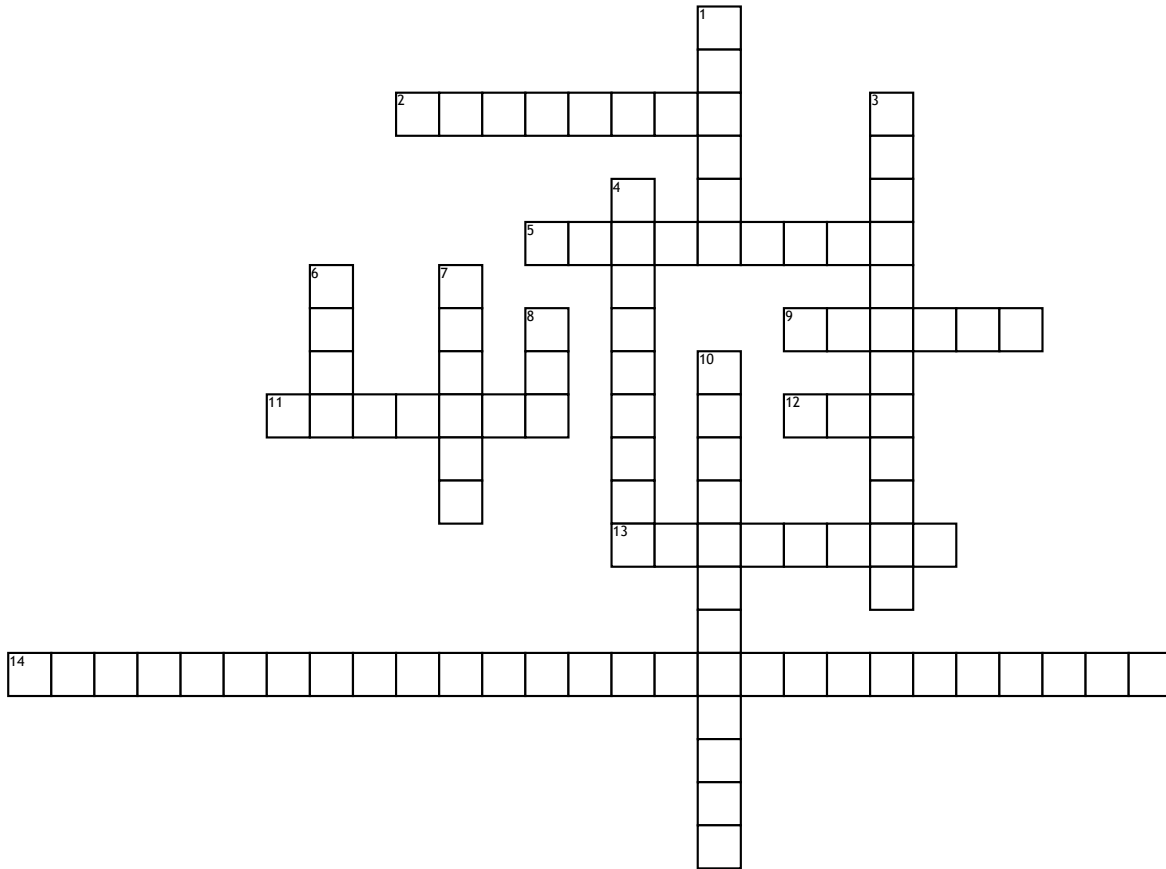


Angels on Fire Crossword



Across

2. The only reason to transfer to CPT is for rewrites, MOOS and _____.

5. We should always _____ for our customers by listening, acknowledging and understanding them.

9. A customer has up to _____ days to renew an expired policy.

11. In what state can a customer renew a policy within the first 15 days after policy expiration without a lapse in coverage?

12. Where are our GL's located?

13. An _____ driver is a driver that is not afforded coverage under the policy and we will not provide coverage for any claim arising from an accident/loss involving an IV being operated by that driver.

14. There are certain coverages that we are not able to add to a policy the same day and should be referencing the _____ GL's when doing so.

Down

1. Who should we contact if a customer calls in about YDD?

3. The primary person on a policy is called the _____.

4. We NEVER _____ for our rates.

6. When processing a reinstatement, we should ALWAYS take a _____.

7. The moment we receive a call, what is the first thing we should do before anything else?

8. We should remember to present any _____ offers that come up when the policy loads.

10. What can we offer a customer who is not happy about their rate or to try to save a policy?