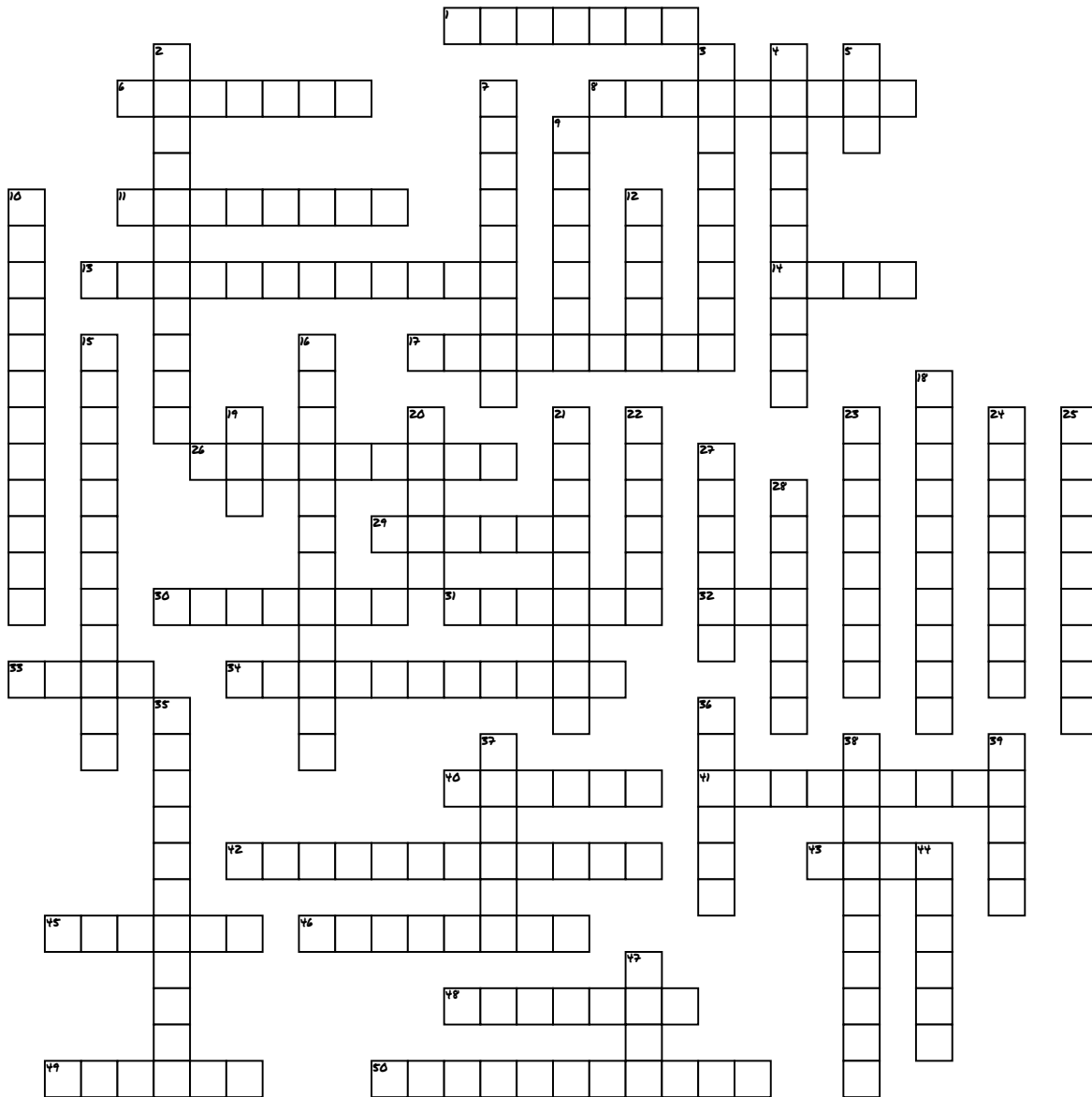


CONSUMER SALES WORD SEARCH



Across

1. WE CAN ASSIST WHEN POSSIBLE IN SETTING UP DIRECT _____ TO ALLEVIATE ANY OUT-OF-POCKET COSTS.
6. A FEATURE THAT IS ELIGIBLE TO THE COVERAGE OF A POLICY.
8. WHEN A CLIENT CALLS TO ADVISE THEY NEED ADDITIONAL DAYS OF COVERAGE WHILE ON THEIR TRIP, THEY NEED AN _____.
11. A TERM COMMONLY USED TO REFER TO SOMEONE WHO SPENDS WINTERS OUTSIDE OF CANADA, TYPICALLY IN DESTINATIONS SUCH AS FLORIDA, ARIZONA, ETC.
15. BEFORE DISCUSSING ANY POLICY DETAILS, YOU MUST BE ABLE TO _____ THE CALLER USING PERSONAL INFORMATION SAVED IN THE SYSTEM.
17. WHAT A CLIENT BOOKS AND REQUIRE INSURANCE FOR.
19. THE CLIENT NEEDS TO HAVE THE REQUIRED _____ TO SUBMIT AND SUBSTANTIATE A CLAIM.
26. THE DATE THE CLIENT LEAVES ON THEIR TRIP.
29. FOR A CLIENT'S PRE-EXISTING CONDITION TO BE ELIGIBLE FOR COVERAGE, IT NEEDS TO BE CONSIDERED _____ FOR THE REQUIRED AMOUNT OF TIME OUTLINED IN THE POLICY.
30. WE ENSURE TO CONFIRM EMAIL AND MAILING ADDRESSES TO HELP PROTECT OUR CLIENT'S _____.
31. WHEN A CLAIM IS NOT ELIGIBLE, IT IS _____.
32. THE PREMIUM FOR TRAVEL INSURANCE IS CALCULATED BY TAKING INTO ACCOUNT A CLIENT'S _____ LENGTH OF TRAVEL, AND IF APPLICABLE, THE ANSWERS TO THE MEDICAL QUESTIONNAIRE.
33. HEALTH COVERAGE THAT PROTECTS CLIENTS WHILE THEY ARE IN THEIR PROVINCE/TERRITORY OF RESIDENCE.
34. NEEDS TO BE CONFIRMED BEFORE COVERAGE IS CAN BE PURCHASED.
40. THE TYPE OF INSURANCE WE SELL.
41. TRIP CANCELLATION, INTERRUPTION OR BAGGAGE COVERAGE ARE CALLED _____ BENEFITS.
42. THE PROVINCE WITH THE LONGEST GNIP LIMIT.
45. FOR EVERY CALL TAKEN THAT IS NOT A SIMPLE TRANSFER YOU MUST ENSURE TO LEAVE A _____ IN INFINITY OR ISYNERGY THAT CONTAINS THE DETAILS OF YOUR INTERACTION WITH THE CLIENT.

45. WHEN COMPLETING A SALE YOU MUST ENSURE YOU USE THE APPROPRIATE _____ TO ENSURE THE CLIENT HAS ALL THE NEEDED INFORMATION ABOUT THEIR COVERAGE.
 46. THE TYPE OF ALPHABET USED TO ENSURE INFORMATION IS DOCUMENTED ACCURATELY.
 48. THE TYPE OF QUESTIONNAIRE REQUIRED TO SELL MEDICAL INSURANCE WHEN A CLIENT REACHES A CERTAIN AGE.
 49. IF A CLIENT IS DEPARTING ON THEIR TRIP WITHIN 24 HOURS AND THERE IS NOT A LICENSED AGENT AVAILABLE WE WOULD LIST THE CLIENT'S CALL BACK AS _____ IN THE CALL BACK LOG.
 50. IF THE CLIENT REQUESTS SERVICE IN ANOTHER LANGUAGE, YOU WOULD GET THEM AN _____.
- Down**
2. AT THE END OF EACH FLIP CHART, _____ APPEAR THAT CAN HELP YOU TO EXPLAIN CERTAIN TERMS USED IN THE POLICY DOCUMENTS TO A CLIENT.
 3. BOTH NOTE OR EMAIL _____ EXIST TO HELP YOU DOCUMENT CALLS AND SEND NECESSARY INFORMATION TO CLIENTS.
 4. WHEN A CLIENT HAS A CONCERN THEY WOULD LIKE ADDRESSED YOU SHOULD USE THE 5 PHASES OF _____ HANDLING TO HELP ADDRESS THE SITUATION.
 5. A NEEDED DOCUMENT TO SHOW WHEN YOU LEFT ON YOUR TRIP. THIS IS APPLICABLE TO MEDICAL COVERAGE ONLY.
 7. IF THE CLIENT SUFFERS A MEDICAL _____ WHILE TRAVELING, THEY SHOULD CONTACT US AS SOON POSSIBLE.
 9. THE AMOUNT PAID TO PUT AN INSURANCE POLICY IN PLACE.
 10. IF THE CLIENT NEEDS TO CANCEL THEIR TRIP PRIOR TO DEPARTING FOR AN ELIGIBLE COVERED CAUSE LISTED IN THEIR POLICY, THEY ARE MAKING USE OF _____ COVERAGE.
 12. THE TERRITORY WITH THE SHORTEST GNIP LIMIT.
 13. THE TYPE OF COVERAGE USED IF THE CLIENT NEEDS TO RETURN HOME EARLY DUE TO A SUDDEN OR UNFORESEEN EVENT SUCH AS SICKNESS, INJURY OR DEATH OF AN IMMEDIATE FAMILY MEMBER.
 16. COVERAGE OFFERED TO HELP TRANSPORT AND RETURN AN INSURED PERSON'S BODY TO HIS/HER PROVINCE OR TERRITORY OF RESIDENCE.
 18. HIGH-RISK ACTIVITIES, PREGNANCY AND UNSTABLE PRE-EXISTING MEDICAL CONDITIONS ARE EXAMPLES OF COMMON _____ IN TRAVEL INSURANCE POLICIES.

19. THE AMOUNT OF DAYS GIVEN FOR A STANDARD REVIEW PERIOD.
20. IF THE CLIENT DOES NOT WANT TO PROCEED WITH THE PURCHASE AT THIS TIME, YOU WOULD OFFER TO SAVE THEIR _____.
21. YOUR MOTHER, FATHER, BROTHER OR SISTER ARE CONSIDERED YOUR _____ FAMILY.
22. WHEN A CLIENT CALLS TO CANCEL THEIR COVERAGE, THEY ARE REQUESTING A _____ OF THEIR PREMIUM.
23. SOMETHING ISSUED BY THE CANADIAN GOVERNMENT TO ADVISE CANADIANS NOT TO TRAVEL TO SPECIFIC DESTINATION, REGION, CITY, ETC.
24. WHEN A CUSTOMER WOULD LIKE THEIR CONCERN TO BE FORMALLY DOCUMENTED, MAKES A MEDICAL/LLEGAL/PARTNERSHIP THREAT OR WISHES TO SPEAK TO A SUPERVISOR AND NONE ARE AVAILABLE, YOU WOULD SUBMIT A REQUEST IN THE CUSTOMER _____ LOG.
25. THE DATE THE COVERAGE COMES INTO EFFECT.
27. THIS TYPE OF PLAN IS BEST SUITED FOR PEOPLE WHO TRAVEL MULTIPLE TIMES A YEAR.
28. YOU NEED THIS TO BE ABLE TO SELL INSURANCE IN A SPECIFIC PROVINCE/TERRITORY.
35. THE _____ OF INSURANCE IS SENT EACH TIME A POLICY IS PURCHASED BY MAIL OR EMAIL.
36. IF THE CLIENT COMES HOME EARLY AND HAS NOT SUFFERED A MEDICAL EMERGENCY, THEY COULD BE ELIGIBLE TO AN EARLY _____.
37. SOMETHING RECEIVED BY A TRAVEL SUPPLIER THAT WE CANNOT INSURE IN THE FUTURE.
38. IN ORDER FOR THE EVENT TO BE ELIGIBLE UNDER A TRIP CANCELLATION/INTERRUPTION POLICY, THE REASON TO CANCEL NEEDS TO BE SUDDEN AND _____.
39. WHAT A CLIENT NEEDS TO OPEN SHOULD THEY SUFFER A MEDICAL EMERGENCY, NEED TO CANCEL OR INTERRUPT THEIR TRIP, HAVE LOST THEIR LUGGAGE, ETC.
44. IF A CLIENT WANTS TO EXTEND THEIR COVERAGE, YOU NEED TO ENSURE THEY ARE CALLING BEFORE THE _____ DATE AND THAT NO MEDICAL EMERGENCIES HAVE BEEN SUFFERED.
47. WHEN THE CLIENT AGREES TO PURCHASE THE COVERAGE, YOU ARE COMPLETING A _____.