

Corda Matching Game

1. what the cut off day for 3 repairs vs 2 repairs for the No lemon clause? A. escalation
2. How many pixels must be out before a repair can take place? B. Victoria ray
3. customer never recieved their replacement device and would like a deductible refund which template do they use C. account maintenance
4. a unit is automatically exchange if the retail is less than what dollar amount D. true or false
5. customer hasn't recieved their device. Which template should you use? E. yes
6. if an agent is unable to locate the contract who can they call ? F. 5-7 business days
7. how many times can a customer file a claim within a 12 month period G. deductible reversal
8. what information should you verify on each call H. name address and email
9. how many business days does it take to get a deductible refund I. \$250
10. who handles the theft loss escalations J. three
11. does the terms and condition allow us to fulfill and exchange with a refurbished unit K. 7/15/12
12. we should be prepared to go into details with the customer why their claim was denied? L. 2