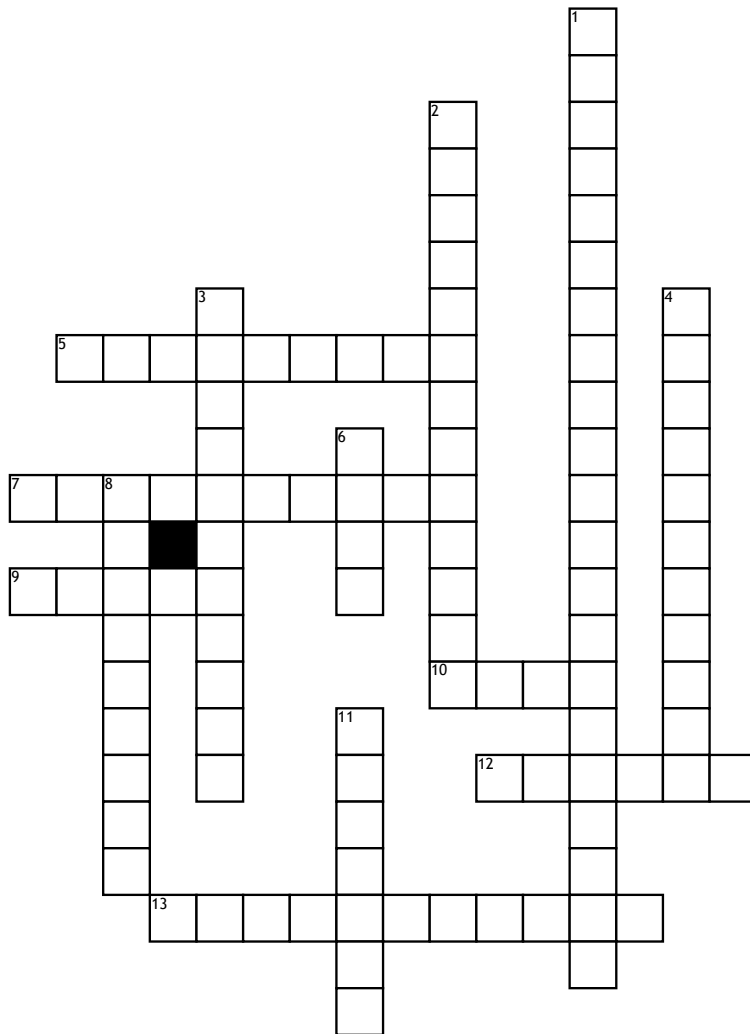


Name: _____

Customer Service Week



Across

5. When a policyowner wants to terminate coverage
7. Recognize with gratitude; be grateful for
9. A facial expression characterized by turning up the corners of the mouth, usually shows pleasure or amusement
10. Have a pleasant _____ when speaking with customers
12. Hear with intention

Word Bank

Smile
Helpful
Listen
Excellence Happens Here
Communicate

13. The person who will receive the benefits of a life insurance policy if the insured person dies

Down

1. 2018 Theme for Customer Service Week
2. The act of giving hope or support to someone
3. The opportunity to pay a bill late without coverage lapsing

Grace Period
Beneficiary
Appreciate
Tone

4. To share, provide or exchange information
6. If the caller is upset, stay
8. President and CEO of Kansas City Life
11. Being of service or assistance

Calm
Encouragement
Phil Bixby
Surrender