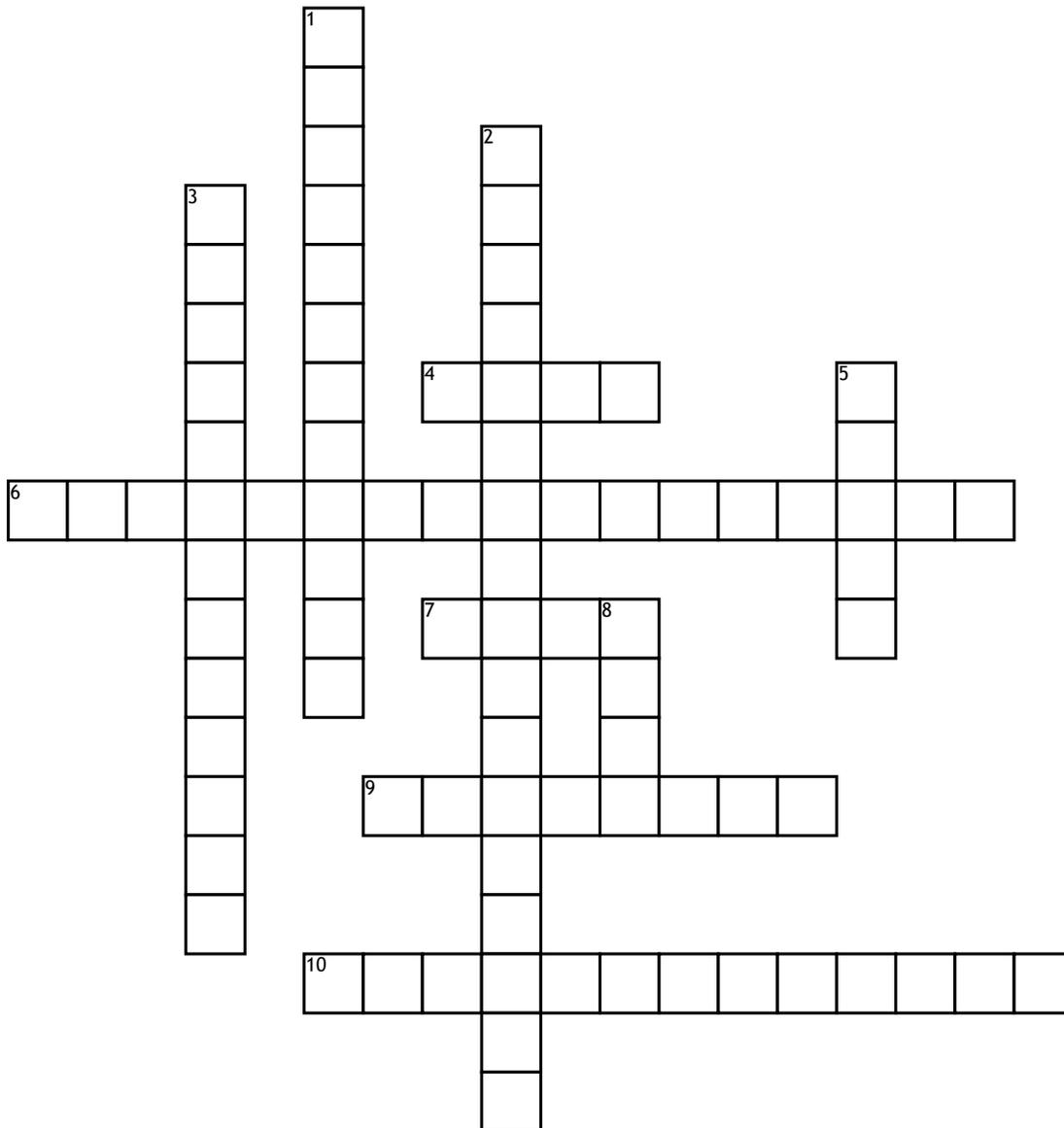


Name: _____

Date: _____

DPA



Across

4. for high risk transactions, how many security questions should you ask?
6. What does DPA stand for?
7. This is where you find help and support
9. What do you need to provide your colleagues if you are transferring a call to them?
10. I am the only person that can place a new connection order on an account. Who am I?

Down

1. You need to complete PIN and OTAC checks: What level of transaction am I?
2. What does OTAC stand for?
3. Use me next if the customer doesn't know their PIN
5. DPA checks are in place to prevent what?
8. If you take a customer's name, DOB and postcode: What is the additional security step you must take?