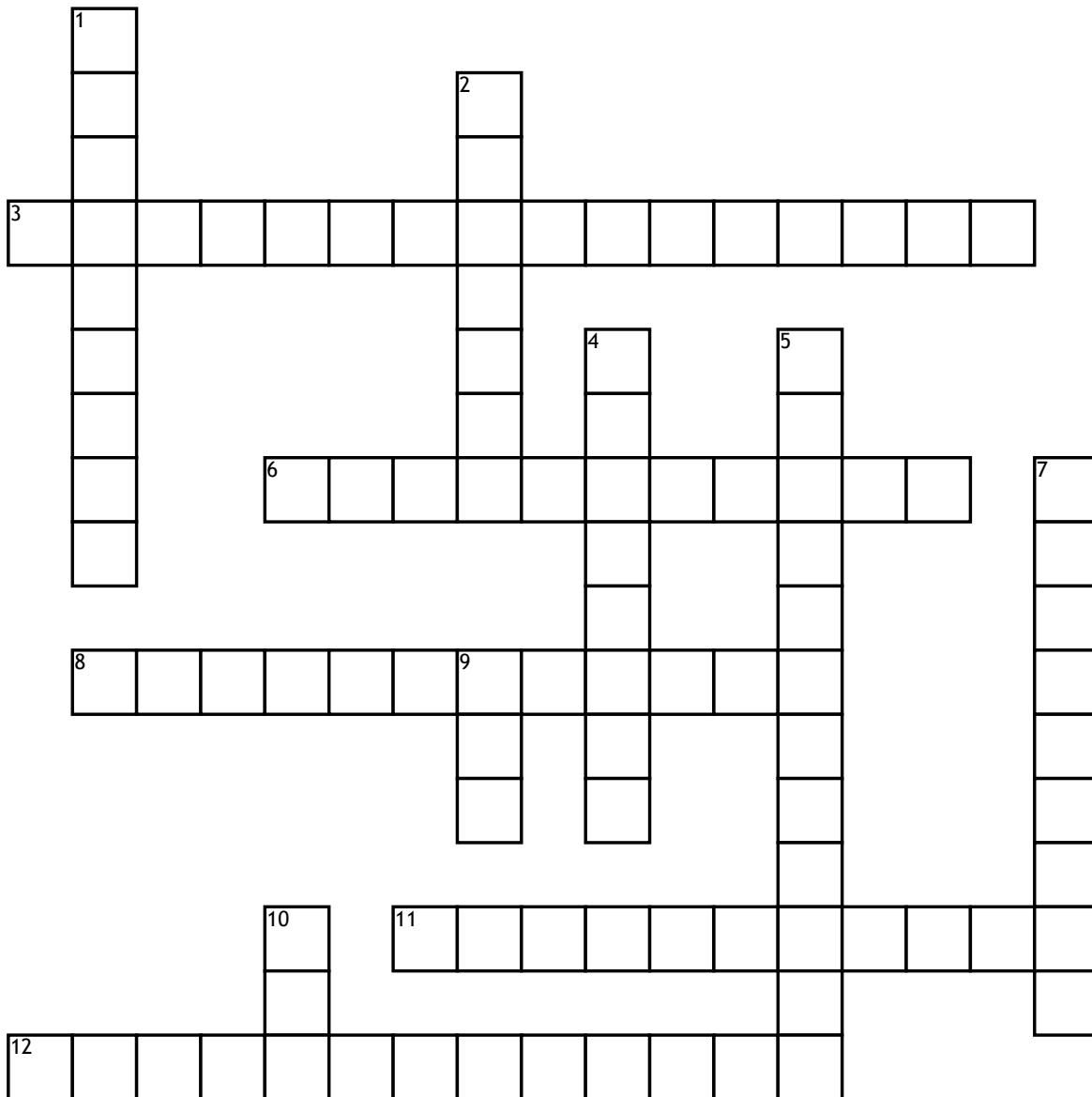# FAQ/ Defect Review

Across

3. _____ Handles Address Verification Calls.

6. When this is done Same-Day we should Queue FSU for next day.

8. What box should we never "close" or "Red X" out of?

11. During a Fraud Set- Up it is important to always have the _____ fully filled out and notated

12. When a CM has an Unauthorized Trxn it is _____ fraud.

Down

1. Fraud Application (FA) is also known as _____ fraud.

2. NSF payments, largest/first payments, and Queue Types are all reasons for unapproved _____releases.

4. When a CM is disputing any Scam trxns connect them to _____.

5. When these are missing from F2 we MUST ask to update.

7. This shows that a specific charge has been verified on F1.

9. 1-800-347-0261 is the direct line to what department?

10. What Tool-kit should be used if a CM is having declines after an ASTAT is lifted?