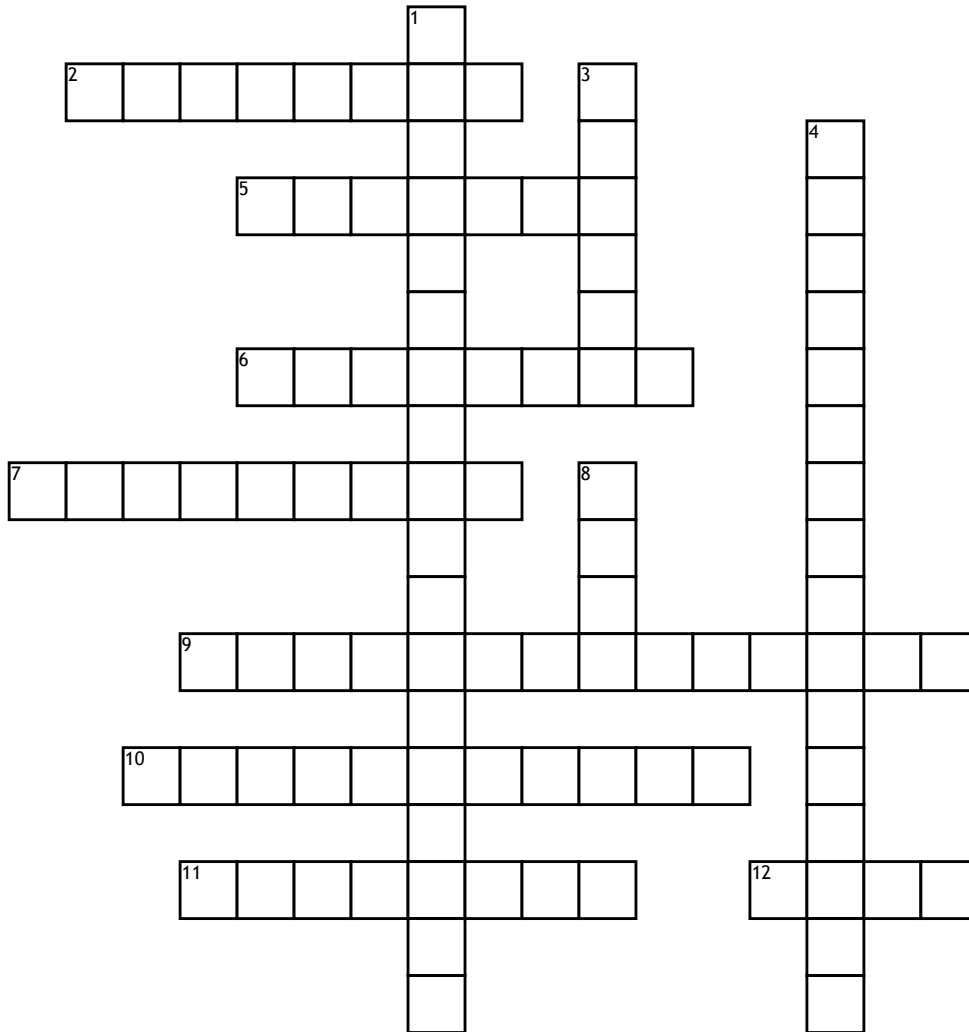


Name: _____

Glossary



Across

2. A claim status used to show a claim is Closed Approved
5. A claim status used to show a claim is closed and the customer was offereded and/or accepted the replacement cost for their appliance
6. A claim status used to show a claim is not covered.
7. A claim status used to show a claim is closed and the authorization amount of the claim caused the system to reach the maximum available coverage for their claim

9. A claim status used to show we are requesting a Vendor to call us back for information or an update from the assigned technician.
10. A claim status used to show a customer has a scheduled appointment with the technician.
11. A claim status used to show we covered the claim outside the guidelines of the policy.
12. A claim status used to show a claim is in the automated dispatch system but has not been accepted by a technician yet.

Down

1. A claim status used to show an hour from the scheduled appointment has passed and a diagnosis hasn't been submitted
3. A claim status that shows the claim is closed and used for items/failures we simply DO NOT cover.
4. A status used to show we are requesting the customer to call us back for information or an update from the assigned technician.
8. A claim status used to show there isn't a tech under contract available to service a claim

Word Bank

ClosedGW
ClosedAP
Customer Callback
Closed

Close BO
Appointment
CADS
CADS Post Appoinment

Vendor Callback
ClosedCap
Closed DN
NTIA