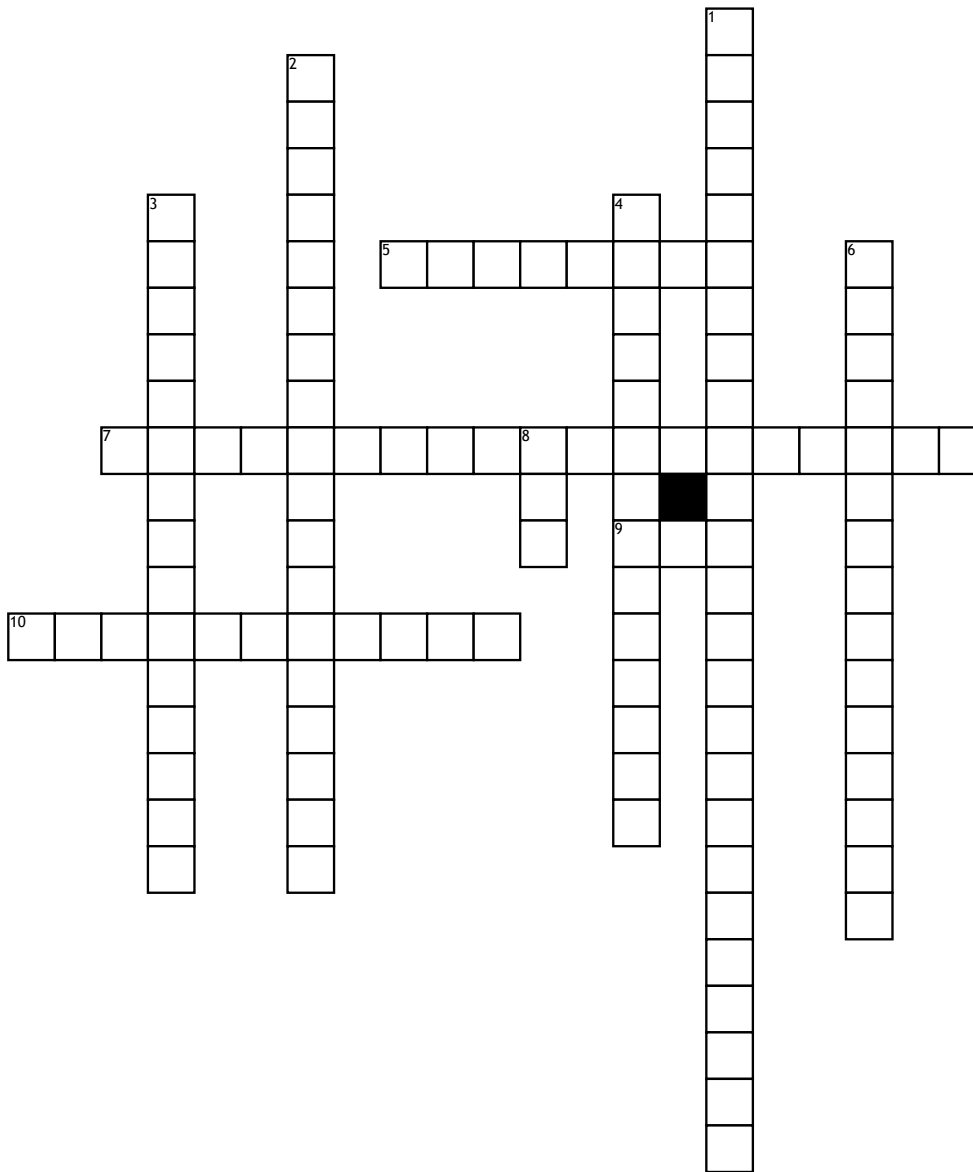


Name that department



Across

- 5. provides Accidental Death & dismemberment
- 7. Call for status or questions about debit card fraud claims
- 9. Individual Retirement Account
- 10. responds to inquiries related to incoming automated credit deposits

Down

- 1. handles calls about Delinquent/Overdrawn Business Accounts

- 2. Handles calls on accounts that has been overdrawn for 60 or more
- 3. Troubleshoots the mobile app and website
- 4. assist with life insurance, trust services and financial planning
- 6. handles calls about deceased members
- 8. counselors that provides free counseling services to members