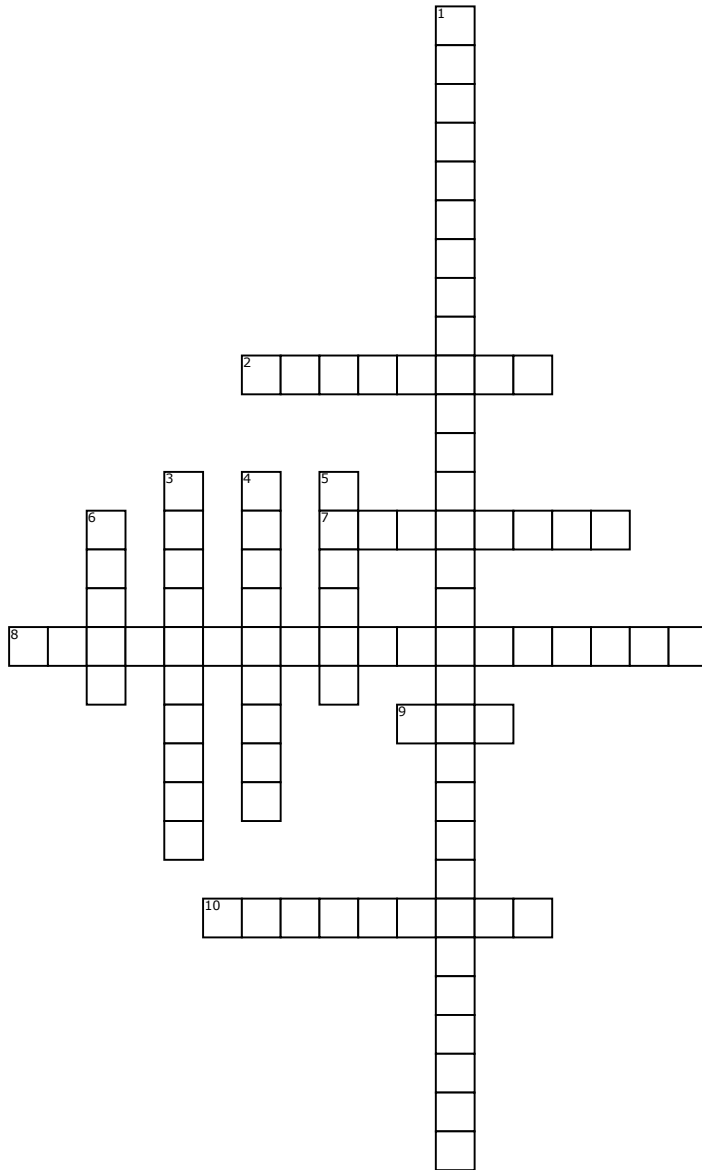


Own the Conversation



Across

- 2.** Head of operations
- 7.** Be an _____ on every call for our customers
- 8.** Take ownership of the _____ and outcome
- 9.** When in doubt _____ the claim
- 10.** You are _____ to do what's right for the customer

Down

- 1.** Opening, transition statement, fact finding, and decision are
- 3.** Challenge ourselves to try different
- 4.** Simplify
- 5.** Conversations _____
- 6.** Build _____ with our customers