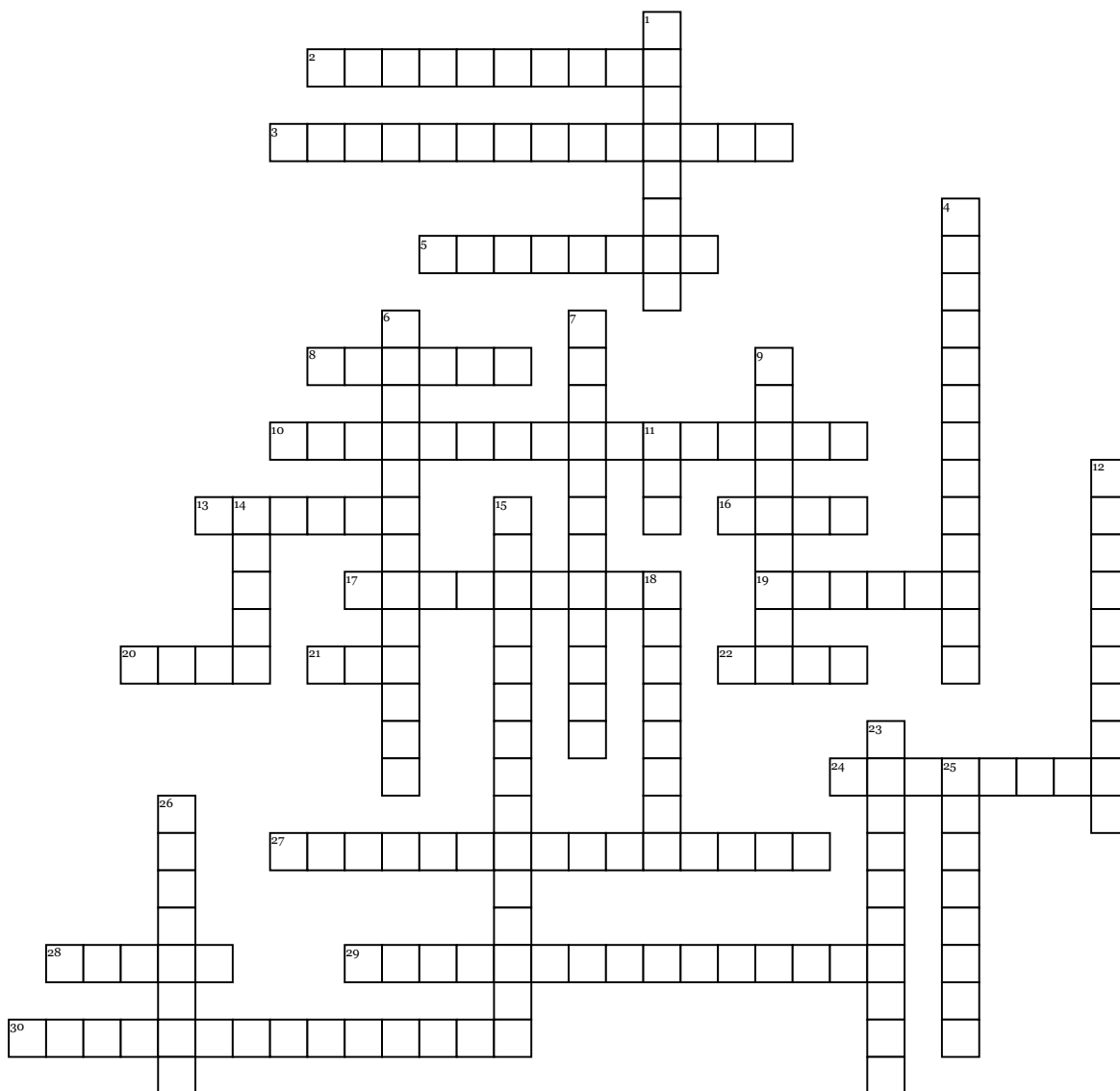


Name: _____

Date: _____

RA Crossword



Across

2. This RA department takes supervisor & sales calls
 3. This RA program lets EROs reward their clients with \$25, \$50, or \$200
 5. This RA department handles sending out materials & supplies
 8. Our CSR supervisor's name is _____
 10. This department handles check reissues
 13. When answering the phone, be sure to use the opening _____
 16. Must be written on checks sent in to be reissued
 17. This RA program advances EROs up to \$300 per taxpayer per the IRS acknowledgement
 19. This tax software program does not allow users to offer Taxpayer Advances
 20. This RA department handles Ibonds & fraud

21. This is a name for the tax preparers
 22. Refund Advantage collects & pays tax preparer _____
 24. This type of ERO advance is paid out in October
 27. Refund Advantage is #1 in _____
 28. This is the process that must be completed for lost or stolen checks
 29. Refund Advantage receives this document, allowing us to deduct fees & transfer funds
 30. EROs must complete this process to efile using Refund Advantage bank products

Down

1. Refund Advantage is owned by _____
 4. This type of ERO advance is paid out in December
 6. This is a type of disbursement

7. ERO approval is done by this department
 9. When dealing with an irate ERO, be sure to _____
 11. The form used if funds are sent to a wrong account
 12. Most tax software programs are _____ with Refund Advantage
 14. This is a type of disbursement
 15. This is a type of disbursement
 18. This type of advance costs the ERO \$33 upon approval
 23. It is VERY important that each call is _____ thoroughly
 25. This should be said a minimum of 3 times per call
 26. This state's residents cannot receive a Taxpayer Advance