

RTC Word Search

Y	U	F	J	U	B	P	A	D	I	S	T	R	E	S	S	Y
E	C	E	F	E	C	N	E	I	N	E	V	N	O	C	N	I
P	I	X	J	B	B	N	O	I	T	A	T	U	P	E	R	Q
Y	O	N	O	I	S	S	E	R	P	X	E	Z	P	E	X	X
O	S	L	F	I	N	A	N	C	I	A	L	L	O	S	S	T
C	N	E	I	N	X	O	M	Z	E	T	F	E	N	P	F	U
M	O	E	R	C	A	X	W	G	F	J	E	D	T	M	N	U
N	I	M	L	V	Y	M	G	N	Y	T	L	C	E	T	Z	N
R	T	U	P	P	I	W	S	A	E	Y	P	P	A	H	N	U
V	A	I	B	L	S	C	O	D	P	R	F	U	Y	M	V	N
B	T	M	Q	T	A	N	E	R	U	O	S	A	L	T	Q	B
O	C	E	E	Y	S	I	C	K	D	B	L	H	T	U	R	D
H	E	R	H	E	O	X	N	U	E	I	M	O	I	A	H	R
L	P	P	G	F	U	W	R	T	R	W	N	O	G	P	X	E
O	X	S	N	O	I	T	C	E	J	B	O	G	I	I	R	C
J	E	A	N	O	I	T	U	L	O	S	E	R	K	O	S	Z
N	Q	M	S	R	O	R	R	E	S	I	Q	Y	H	C	E	E

Policy Wording Financial Loss Inconvenience Expectations
 Objections Reputation Expression Resolution
 Ombudsman Ownership Apologise Complaint
 Distress Service Premium Unhappy
 Errors