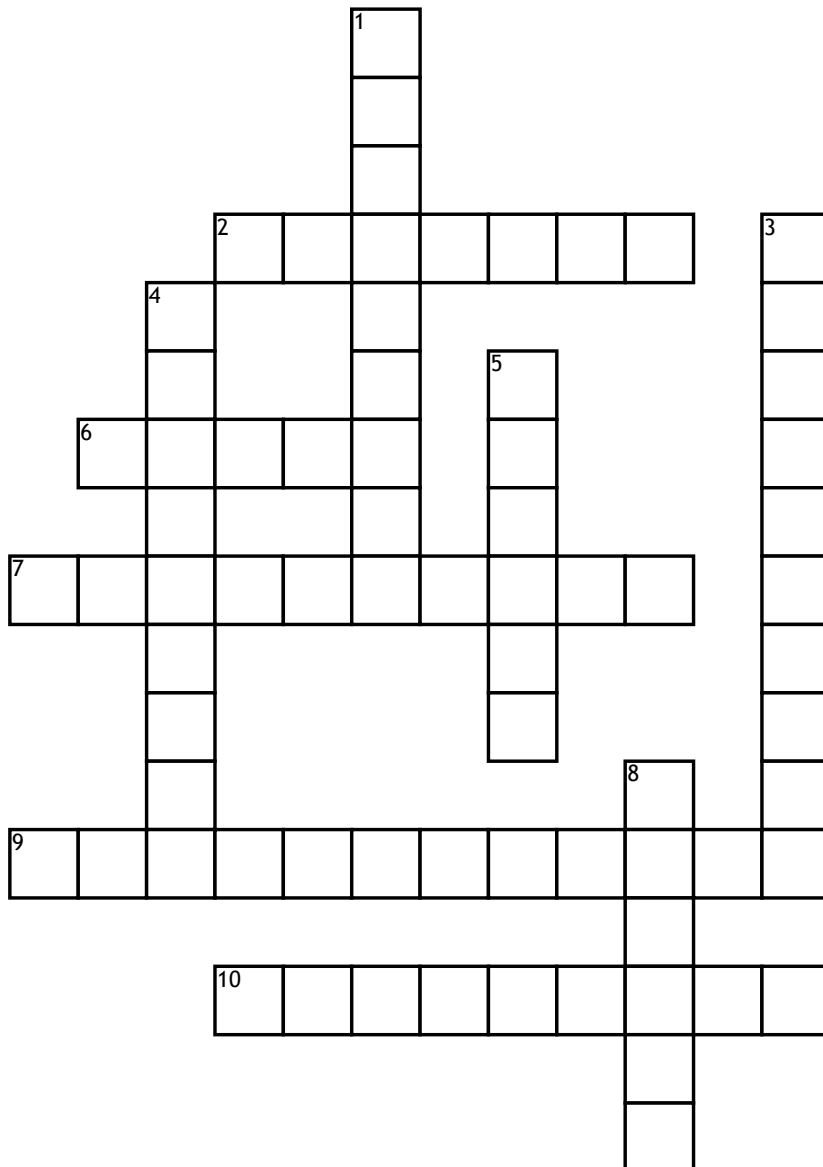


Safeguarding Customer Information



Across

2. _____ calling is a deceptive means of obtaining personal information
6. The bank properly disposes of this as well as customer sensitive documents
7. The bank uses _____ of electronic customer information
9. The bank sets these for physical locations that contain customer information
10. Pre-text callings is a _____ means of obtaining personal information

Down

1. Always check account _____ before giving out information on an account
3. The bank has these to prevent employees from giving information to unauthorized individuals
4. Their role is to approve and oversee the bank's written security program
5. Always _____ our customers before giving out any information
8. This _____ ensures the security and confidentiality of our customer's information