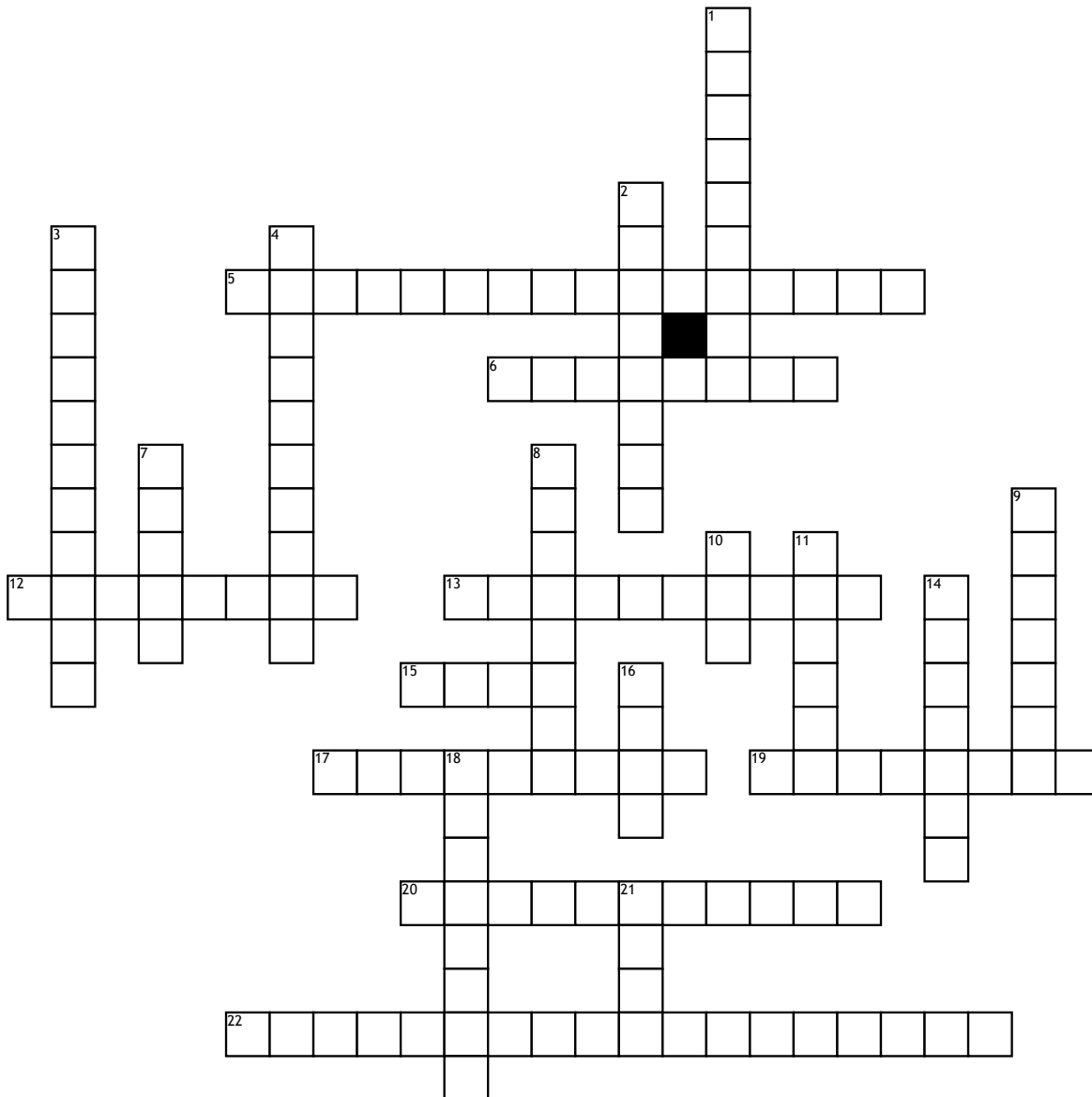


Teller Controls



Across

5. To find out which countries are restricted for sending Western Unions, you can check the _____ website. (2)

6. How much can a Teller III reverse in fees? (5)

12. _____ members is a portion of the Branch Culture section in a branch review. (6)

13. _____ is only needed if the transaction exceeds \$10,000. (1)

15. If a member opts out of Courtesy Pay, how many fees can be reversed on their second request?(5)

17. All other teller's work must be audited at least_____, more often if deemed necessary. (4)

19. What is the GL short name for an ATM fee reversal? (5)

20. Audits must be completed under _____. (4)

22. If a recent check deposit is the source of funds for a wire transfer, you must pull a copy of the check from OnBase and include it when faxing the _____ to accounting. (2)

Down

1. How long must a member opt out of Courtesy Pay if they wish to have fees reversed on the second request? (5)

2. Who can reverse Inactive Account/ No Current Address fees? (5)

3. Fourth regulatory item that Branch Operations is looking for during a review. (6)

4. Third item in a daily work brick. (3)

7. Photocopied IDs must be _____ on all sides to the back of the voucher. (3)

8. Which GL short name do you use when reversing IRA Maintenance fees?

9. What is the GL short name for a courtesy NSF fee reversal? (5)

10. Non-Members are subject to _____ requirements. (1)

11. If status is blank and Date Retired reads _____, it is okay to negotiate the check, (1)

14. Sixth item in a daily work brick. (3)

16. To issue a replacement check, which GL account do you place the on-us check in? (1)

18. Branch Ops will be looking to see if _____ notices and disclosures are being used. (6)

21. To do a cash advance for a non-member, you must take the ID to a supervisor for _____ review. (1)