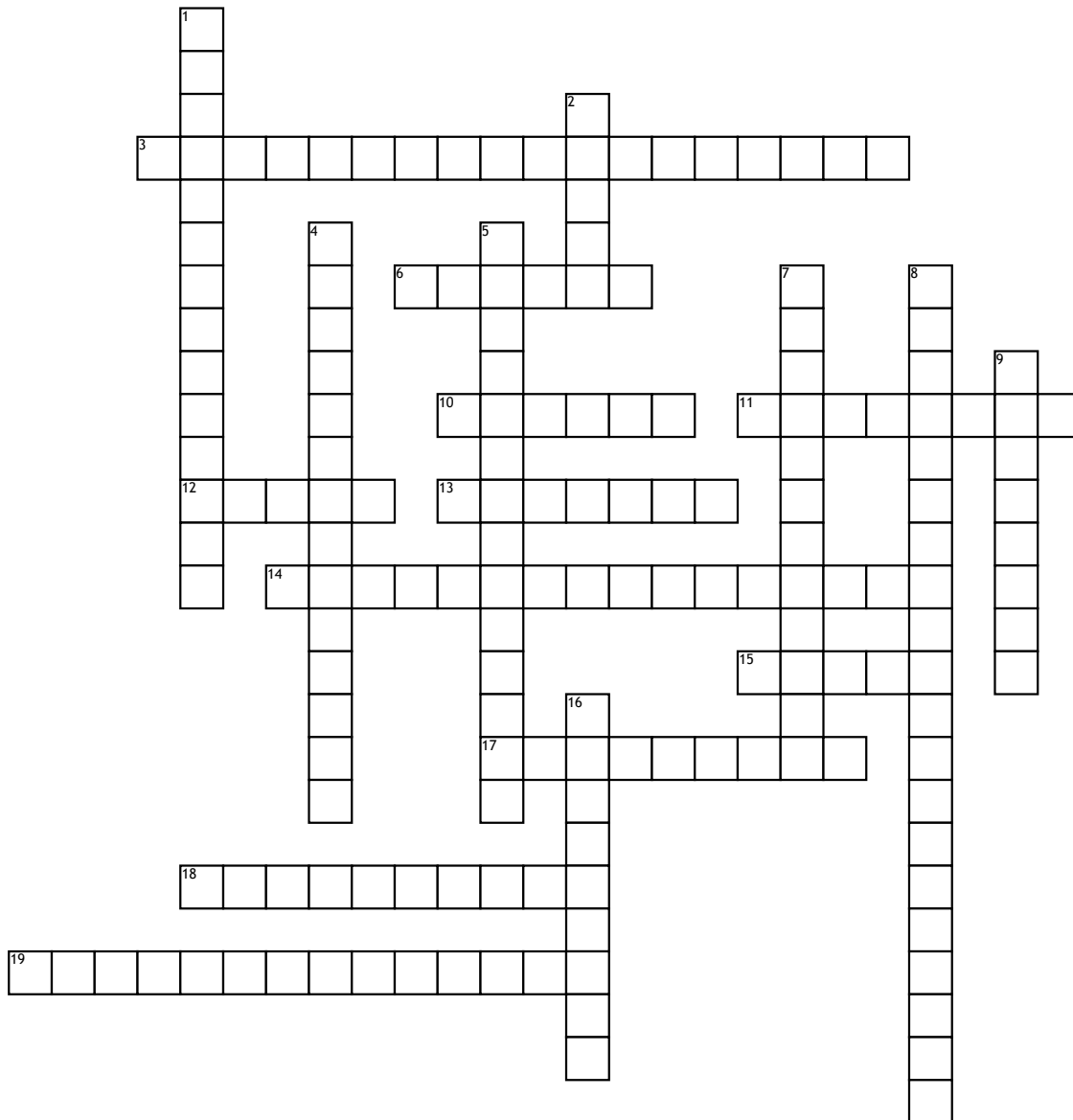


Name: _____

Date: _____

Web Crossword



Across

3. "This call may be monitored or recorded, may I proceed?"

6. Accounts in collections.

10. A ____ takes three to five business days to post to subscriber account.

11. Advanced ____ Research is the task we use if a payment has not posted and proof of payment has been sent payee and they verified that they didn't cash check.

12. Drawn off of subscriber bank account.

13. A bank representative.

14. Waiving up to fifty dollars in late fees and finance charges if subscriber sets up payment on or before due date, account number is correct and address is correct.

15. Navy Federal Credit Union sponsor ID.

17. Checks that we stop.

18. When draft check clears subscriber account before the deliver by date.

19. When we aren't able to draw funds from subscriber bank account.

Down

1. Automatic payments that are the same amount.

2. Pitching the product

4. Provided to payee or subscriber when a payment hasn't posted.

5. Message we send to subscriber when opening a case.

7. Payment hasn't posted after five business days of deliver by date we should complete a ____.

8. We don't ask for this with authentication for personal Bill Pay.

9. It takes five to seven business days for a corporate check to be ____.

16. The tasked used when subscriber only wants draft checks.