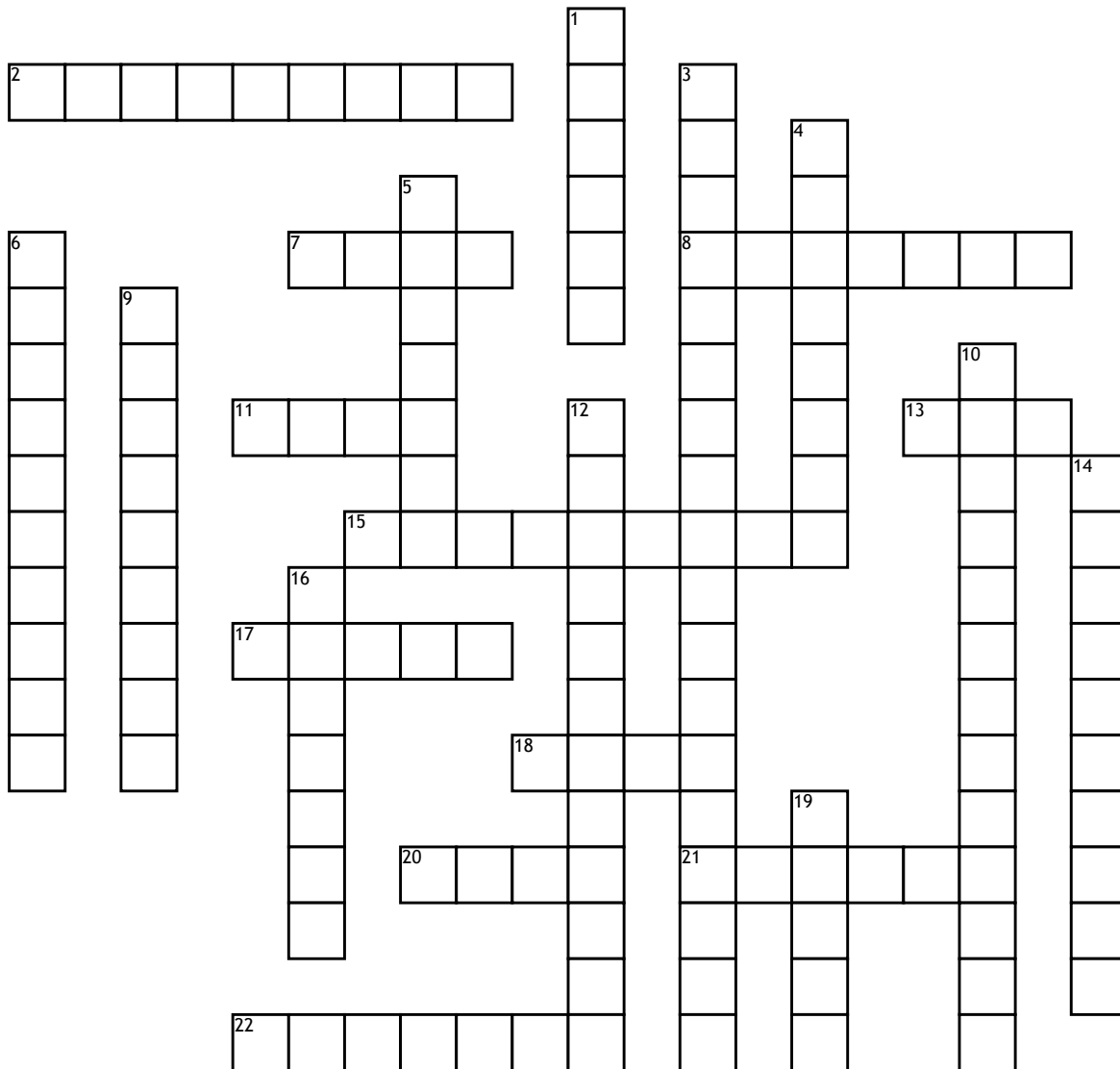


Week 2 Knowledge Test



Across

2. What type of interest is carried from one billing cycle to another?
7. First Navigate to _____ when your shift begins.
8. What method can ONLY be set up using Checking account?
11. What provides active members of the military protection laws?
13. What is our dialing system called?
15. The more you _____, the more you make.
17. How many days does collection calls cease until bk is confirmed?

18. Which payment process takes typically 7 to 10 business days?

20. _____ was passed in 1991 and restricts telephone solicitations
21. We can waive one late fee per _____ months
22. A customer may _____ a purchase if incorrect.

Down

1. A PTP requires an amount, Date, and _____.
3. What is the formula used to calculate the total due amount?
4. Monthly plus the past due equals _____.

5. What department do you transfer to for a deceased call?

6. What is an acceptable reason for waiving an extra late fee?
9. R20: when it is not a checking acct, is an example of what?
10. What state cant you ask for a post dated check?
12. If a late fee is removed, what does the amount come off of?
14. What is one form of payment you cannot use to pay your bill?
16. Under which category do you remove late fees?
19. What payment method processes immediately?