

# CSR On-the Job Experiences

|                                       |                                      |                                   |                                      |                                            |
|---------------------------------------|--------------------------------------|-----------------------------------|--------------------------------------|--------------------------------------------|
| Place a Stop Pmt on a Check           | Add owner to consumer account        | Complete a WSUD                   | Open or Add POD to Account           | Open Minor Owner w/Custodian Account(UTMA) |
| Close a Debit Card                    | Place Reg CC Hold                    | Open a CD                         | Add/remover business signers         | Open or Add POA to Account                 |
| Outgoing Wire Transfer                | Redeem Savings Bonds at the CSR Desk | Open Account Existing Customer    | Change an Address                    | Name Change on Personal Account            |
| Open Business Account                 | Order/Reorder Checks                 | Open Joint Owner Account          | Issue Temporary Debit Card           | Open Sole Owner Account                    |
| Increase Debit Card Limit - Temporary | Close a CD                           | Open account for New Cust/New CIF | Set Up Savings Over Draft Protection | Complete a Debit Card Dispute              |

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|                                      |                                   |                                |                                      |                                            |
|--------------------------------------|-----------------------------------|--------------------------------|--------------------------------------|--------------------------------------------|
| Close a CD                           | Open account for New Cust/New CIF | Add/remover business signers   | Open Sole Owner Account              | Change an Address                          |
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| Outgoing Wire Transfer               | Complete a Debit Card Dispute     | Open Account Existing Customer | Order/Reorder Checks                 | Issue Temporary Debit Card                 |
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