

B	I	N	G	O
Set paperwork expectations	Add life event	Ask identifying questions	Recognize a co-worker	Perfect Mbr survey
Adherence of 92% or above	Set bill expectations	Perfect mbr survey	Add life event	Recognize a co-worker
Set bill expectations	Set paperwork expectations	FREE	Add life event	Congratulate Mbrs life event
Congratulate Mbrs life event	Set bill expectations	Disconnect Rate 91% or above	Call set-up	Perfect mbr survey
Call set-up	Adherence of 92% or above	Recognize a co-worker	Set paperwork expectations	Ask identifying questions

B	I	N	G	O
Set paperwork expectations	Add life event	Recognize a co-worker	Adherence of 92% or above	Perfect mbr survey
Ask identifying questions	Set paperwork expectations	Perfect Mbr survey	Adherence of 92% or above	Recognize a co-worker
Congratulate Mbrs life event	Add life event	FREE	Congratulate Mbrs life event	Add life event
Call set-up	Recognize a co-worker	Set paperwork expectations	Ask identifying questions	Set bill expectations
Disconnect Rate 91% or above	Perfect mbr survey	Set bill expectations	Set bill expectations	Call set-up

B	I	N	G	O
Adherence of 92% or above	Recognize a co-worker	Add life event	Perfect mbr survey	Add life event
Set paperwork expectations	Congratulate Mbrs life event	Disconnect Rate 91% or above	Set bill expectations	Perfect Mbr survey
Set bill expectations	Ask identifying questions	FREE	Set bill expectations	Call set-up
Set paperwork expectations	Recognize a co-worker	Recognize a co-worker	Set paperwork expectations	Ask identifying questions
Congratulate Mbrs life event	Add life event	Perfect mbr survey	Adherence of 92% or above	Call set-up