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What is coercive tied selling?	35% Quality referrals	*Bonus: where to direct customer equiring about mortgage charge/security?	Can we refuse to open a new account?	Send Easyweb/Easyline App
New account document requirements?	Activate premium C.C	What is FCAC?	Reporting requirements for unusual transactions?	5 Premium C.C. conversations
Savings conversation	Wealth conversation/referral	What is permitted for non-customers?	75% Ready Advice ranking	Process for info requests from customers?
Federal cheque negotiation policy?	What are the hold funds guidelines?	How do we reduce cash exposure?	Send referral & book appt.	How do we respect customer communication preferences?
Robbery Prevention Procedures?	Explain Access to Funds	Direct Deposit	Pre-authorized bill payment setup	Conplete a mobile deposit demo

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75% Ready Advice ranking	95% Advice Opportunities	Process for info requests from customers?	Policy regarding prohibited customers?	New account document requirements?
5 Premium C.C. conversations	What are the hold funds guidelines?	Send Easyweb/Easyline App	Explain CVS policy	Federal cheque negotiation policy?
What is FCAC?	What is permitted for non-customers?	35% Quality referrals	Pre-authorized bill payment setup	How do we reduce cash exposure?
Activate premium C.C	Conplete a mobile deposit demo	Robbery Prevention Procedures?	What to review when issuing new ACCS?	Send a referral
Savings conversation	Reporting requirements for unusual transactions?	Send referral & book appt.	Activate 1 ODP/P ODP	*Bonus: where to direct customer equiring about mortgage charge/security?

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New account document requirements?	Activate premium C.C	Pre-authorized bill payment setup	What is coercive tied selling?	95% Advice Opportunities
Wire payment policy?	What to review when issuing new ACCS?	C.C. Activation	5 Premium C.C. conversations	Send Easyweb/Easyline App
Process for info requests from customers?	CDIC and coverage?	35% Quality referrals	What is permitted for non-customers?	Activate 1 ODP/P ODP
Savings conversation	How do we reduce cash exposure?	Can we refuse to open a new account?	75% Ready Advice ranking	Explain CVS policy
Direct Deposit	Robbery Prevention Procedures?	Send referral & book appt.	*Bonus: where to direct customer equiring about mortgage charge/security?	Policy regarding prohibited customers?

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