| B | I | N | G | O |
|---|---|---|---|---|
| Urgent RFI escalation | Add to Monday Meeting agenda | Core competency | Please assign case X to Y | Leverage |
| BA risk management | Update RAIDS log | Networking | Additional information inquiry | Update KYC |
| VPN issues | Alignment | **FREE** | Highlight | Incident |
| Synergy | Journey | Outside the box | Customer communication | MI reporting |
| Alternatives | Red Flag | Benchmark | Value added | Case Management Tool |



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| B | I | N | G | O |
|---|---|---|---|---|
| VPN issues | Value added | Additional information inquiry | Journey | BA risk management |
| Please assign case X to Y | Incident | Core competency | MI reporting | Alignment |
| Highlight | Add to Monday Meeting agenda | **FREE** | Customer communication | Outside the box |
| Case Management Tool | Urgent RFI escalation | Benchmark | Synergy | Alternatives |
| Leverage | GFCP family | Update KYC | Networking | Update RAIDS log |



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| B | I | N | G | O |
|---|---|---|---|---|
| Synergy | Customer communication | VPN issues | Case Management Tool | Please assign case X to Y |
| Red Flag | Update KYC | Value added | Journey | Alignment |
| Outside the box | Additional information inquiry | **FREE** | Highlight | Core competency |
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