

|                         |                   |                           |                     |                            |
|-------------------------|-------------------|---------------------------|---------------------|----------------------------|
| <b>B</b>                | <b>I</b>          | <b>N</b>                  | <b>G</b>            | <b>O</b>                   |
| Tell a Dad Joke         | CC Application    | Eat a Donut               | Print Debit Card    | Mortgage Conversation      |
| Customer has OD account | TPG Call          | Open a CD                 | CWM Conversation    | Print Counter Checks       |
| Renew/Close a CD        | Update/Add POD    | <b>FREE</b>               | Calling for Balance | Joel-Dicks Deposit         |
| Loan application        | Print a statement | Making a external payment | Fraud Dispute       | Open Checking account      |
| Elavon Referral         | Change Order      | Open a Savings Account    | Walk In Apt         | Digital Banking locked out |

|                                 |                              |                          |                                  |                            |
|---------------------------------|------------------------------|--------------------------|----------------------------------|----------------------------|
| <b>B</b>                        | <b>I</b>                     | <b>N</b>                 | <b>G</b>                         | <b>O</b>                   |
| Update/Add<br>POD               | CWM<br>Conversation          | Print<br>Debit<br>Card   | Customer<br>has OD<br>account    | Open a<br>CD               |
| Eat a<br>Donut                  | Walk In<br>Apt               | Mortgage<br>Conversation | Change<br>Order                  | Print<br>Counter<br>Checks |
| Loan<br>application             | Calling<br>for<br>Balance    | <b>FREE</b>              | Joel-Dicks<br>Deposit            | CC<br>Application          |
| Fraud<br>Dispute                | Open a<br>Savings<br>Account | Tell a<br>Dad<br>Joke    | Digital<br>Banking<br>locked out | Print a<br>statement       |
| Making a<br>external<br>payment | Open<br>Checking<br>account  | Renew/Close<br>a CD      | TPG<br>Call                      | Elavon<br>Referral         |

|                    |                            |                           |                         |                       |
|--------------------|----------------------------|---------------------------|-------------------------|-----------------------|
| <b>B</b>           | <b>I</b>                   | <b>N</b>                  | <b>G</b>                | <b>O</b>              |
| Change Order       | Open a Savings Account     | CWM Conversation          | Open Checking account   | Calling for Balance   |
| Tell a Dad Joke    | Loan application           | Making a external payment | TPG Call                | Mortgage Conversation |
| Renew/Close a CD   | Digital Banking locked out | <b>FREE</b>               | Print a statement       | Fraud Dispute         |
| Update/Add POD     | Print Counter Checks       | Print Debit Card          | Walk In Apt             | Eat a Donut           |
| Joel-Dicks Deposit | CC Application             | Open a CD                 | Customer has OD account | Elavon Referral       |