

# First Contact Resolution

1. Verb - Base Form
2. Adverb
3. Verb - Present Ends In Ing
4. Verb - Present Ends In S
5. Noun
6. Adverb
7. Noun
8. Verb - Base Form

# First Contact Resolution

## 122-2 ISSUING A QUEST CARD - REPLACEMENT CARDS FOR ON-GOING CASES

A client may \_\_\_\_\_ Verb - Base Form Quest Card Customer Service or the \_\_\_\_\_ Adverb office that their card has been lost, damaged or stolen. Prior to \_\_\_\_\_ Verb - Present ends in ING the card, \_\_\_\_\_ Verb - Present ends in S the client that even if they later find their \_\_\_\_\_ Noun it can no longer be used. A \_\_\_\_\_ Adverb card cannot be reactivated. The \_\_\_\_\_ Noun automatically transfers to the new replacement card. The replacement card is \_\_\_\_\_ Verb - Base Form the following business day.