

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.