## [Demo] NLP Dataset for Customer Service Automation

| Company<br>Type             | Online Banks and FinTech Companies   |
|-----------------------------|--|
| Inquiry<br>Category         | Fraudulent activity and security concerns  |
| Inquiry<br>Sub-<br>Category | Suspicious Phone Calls   |
| Description                 | Customers receive calls from unknown individuals claiming to be bank representatives, asking for sensitive information or offering fraudulent services or investments. |
| Data Size                   | 7,378 paraphrases  |
| Want to buy data?           | Please contact nlp-data@qross.me via your business email address.  |

Masked sample paraphrases of one "Online Bank and FinTech Company" customer inquiry. (Purchased data will not be masked.)

|      | does       | organiza    | tion respond   |                   | contac            | ts requesting private | e particulars   | in    | reports |
|------|------------|-------------|----------------|-------------------|-------------------|-----------------------|-----------------|-------|---------|
|      | are you    | to          | when a         | about 1           | unexpected        | asking                | account informa | tion? |         |
|      |            |             |                |                   | what              |                       |                 |       |         |
| What | actions d  | o you take  | ;              | complains         | conta             | acts for their _      | ?               |       |         |
| How  | do d       | eal         | pho            | one where         | e there are requ  | ests private          | ?               |       |         |
| How  | do         | with o      | calls clie     | nts asking        | ?                 |                       |                 |       |         |
| How  | you        | deal with   |                | account           | clients?          |                       |                 |       |         |
|      | get        | from        | clients askin  | g persona         | al informat       | ion when don't        | ?               |       |         |
|      | your clien | ıts         | pho:           | ne for            | account detai     | ls, what is orga      | anization's?    |       |         |
| What | are        | going to _  | when           | 6                 | about telephone   | for i                 | information?    |       |         |
| What | do d       | do yo       | ou receive     | phone             | acco              | int?                  |                 |       |         |
| What |            |             | take when      | clients get cal   | ls for confi      | dential?              |                 |       |         |
|      | the        | for a       | ddressing clie | ent phone requ    | ests =            | account information   | ?               |       |         |
| How  | you        | with        | reports of tel | ephone            | for               | ?                     |                 |       |         |
|      | should yo  | ur d        | o when         | calls             | private b         | anking?               |                 |       |         |
|      | you have   | a           | deal with _    | shac              | dy individuals co | ntacting clients      | and demanding   |       | ?       |
|      | steps      | _ your      |                | report ui         | nauthorized telep | ohone contacts        | account details | s?    |         |
|      | is re      | sponse to   | co             | ntacts request    | ing i             | nformation?           |                 |       |         |
|      | your       | r organiza  | tion whe       | en clients call _ | privat            | e account?            |                 |       |         |
| How  | does       | organiza    | tion to u      | nexpected         | for               | account?              |                 |       |         |
| How  | you        | whe         | n ask          | confidentia       | l information in  | ?                     |                 |       |         |
|      | does       | organiza    | tion do when   | clients           | r                 | equesting acco        | unt details?    |       |         |
|      | do you ha  | ndle        | calls fo       | r de              | etails?           |                       |                 |       |         |
|      | does       |             | _ to unexpec   | ted calls         | that ask pr       | ivate account?        |                 |       |         |
|      | do you re: | spond to _  | une            | expected phone    | e                 | account?              |                 |       |         |
| How  | you        |             | of peop        | ole asking        | for accou         | nt?                   |                 |       |         |
|      |            | _ clients r | eport phone c  | alls priva        | ite informa       | tion?                 |                 |       |         |
|      | the        |             | when clients   | CO                | ntacts looking    | confidential acco     | unt details?    |       |         |

| How does to to calls private account particulars client reports?                      |
|---|
| Will your establishment address people incidents phone in order personal details?     |
| What does your clients asking private details?  |
| does your organization deal reports phone requesting ?                                |
| clients phone requests account information, do organization ?                         |
| do respond phone contacts that private account ?                                      |
| How can to instances surprise phone solicitations demanding ?                         |
| When unexpected looking personal what is your approach?                               |
| do of contact involving unwanted for account details?                                 |
| If individuals calls and share confidential account information reports, your company |
| Will address where people notify with the of personal account details?                |
| What are organization when report for personal information?                           |
| When clients report correspondence soliciting what you?                               |
| When to of phone contacts for sensitive credentials, are ?                            |
|   |
| When clients report calls private account details, organization?                      |
| do you deal report want confidential information?                                     |
| What your for dealing with of for private ?   |
| handle phone calls from people confidential account?                                  |
| How do respond to unexpected account details?   |
| happens when you receive phone requests?  |
| your clients phone for information, do you them?                                      |
| do deal clients unknown sources their account information?                            |
| do deal for account information your clients?   |
| How do you when for your information?   |
| report unauthorized telephone private many what do programmed organization do?        |
| How do you the phone calls asking ?   |
| you handle calls from clients confidential information?                               |
| Do know how company handles clients who report they're asked?                         |
| deal with reports asking for account information?                                     |
| What is response to client for information?   |
| What can your company getting calls asking for ?                                      |
| do think clients reporting contacts account details?                                  |
| How do you handle reports?  |
| clients report unauthorized telephone private details, what take?                     |
| does an to phone calls details?   |
| with contacts seek confidential information in reports?                               |
| How should the requests for confidential clients?                                     |
| to unexpected phone private account details?  |
| you of that ask for account?  |
| When responding claims phone requesting what exist the company?                       |
| organization with of phone contact for private details?                               |
| to people who asking for account information?   |
| there a for to deal with clients who report call about personal facts?                |
| What do when you that are phone requesting information?                               |
| What if if clients get calls asking for banking?                                      |
| How do you from people for?   |
| Is there a with complaints requests confidential account?                             |
| When clients of surprise phone contacts requesting account ?                          |
| organization respond to phone calls asking confidential details?                      |
| inform you contacts requesting account what measures are by ?                         |

| Is it possible that your company clients report call solicitations they're ?  |
|---|
| When phone for information, what do?  |
| do you respond to phone calls account?  |
| What response phone contacts confidential account?                            |
| your response phone look confidential account details?                        |
| do you instances which clients surprise phone banking details?                |
| What is organization's response to details?                                   |
| When complain about unauthorized seeking private what take?                   |
| What do clients contacted unknown requesting account ?                        |
| When inform you of surprise requesting what you?                              |
| How do unauthorized requests over the telephone?                              |
| is organization's get calls with private details?                             |
| are you going to client about unexpected calls ?                              |
| report unexpected phone contacts for their information, what they ?           |
| When receive sensitive information, how your handle that?                     |
| phone requests for information, do your organization it?                      |
| How handle private particulars over the phone?                                |
| How you deal requests for sensitive information them?                         |
| are you calls asking account information?                                     |
| What does your organization do asking private ?                               |
| Do you from clients information when do expect it?                            |
| Do give phone calls for account info?   |
| Do offer any kind when people report personal?                                |
| do you do you get unexpected account ?  |
| Is there kind of people report calls for ?                                    |
| clients report receiving for details, what your approach?                     |
| handle theclientsaccountwhen they don't know?                                 |
| Do you calls asking account information when don't?                           |
| do you handle phone requesting private ?                                      |
| How do respond when clients discover information?                             |
| your organization's proceduredealing with client reports private information? |
| How you handle for information from ?   |
| How do you sensitive account information?                                     |
| How the company confidential banking their clients?                           |
| organization's to phone calls seek confidential information?                  |
| respond to instances clients receive surprise phone for ?                     |
| What take client complaints about phone for account information?              |
| What actions take after report calls information?                             |
|   |
| youyourdeals with clients report call where are asked about account?          |
| When clients receiving unexpected phone details, is your ?                    |
| How can of calls for private information?                                     |
|   |
| your organization phone calls ask sensitive account?                          |
| Do with shady people clients and confidential details over the phone?         |
| are client about unexpected communications seeking sensitive account?         |
| How you handle phone contacts requesting ?                                    |
| How handle for information mentioned in reports?                              |
| do you to reports callers asking ?  |
| What measures your take after receiving about phone requests ?                |
| How do you of phone requests private account?                                 |

| is your handing client of private account information?    handie   suspicious   calis requesting financial information from?  | How   | you deal         | infor              | mation?           |                         |                          |                   |
|---|-------|------------------|--------------------|-------------------|-------------------------|--------------------------|-------------------|
| Make   place   responding to client   of   asking   sensitive credentials.  | :     | is your          | handling client    | of                | private accoun          | nt information?          |                   |
| do you  |       | handle _         | suspicious _       | calls reque       | sting financial informa | ation from?              |                   |
| will you respond to   | What  | pla              | ice responding to  | o client of       | asking                  | _ sensitive credentials  | <b>3.</b>         |
| will you respond to   |       | do you cl        | lients contacted   | by unknown        | sensitiv                | e information?           |                   |
| Miles   motify you  |       |                  |                    |                   |                         |                          |                   |
| Whennotify you  |       |                  |                    |                   |                         | account                  | ?                 |
| Galls   sensitive   information?  |       |                  |                    |                   |                         |                          |                   |
| does your organization respond What is organization's unauthorized calls sonsitive account ?  requests for account information, what does organization about?  How handle unauthorized for private the phone?  do deal with of unauthorized requests for ?  do with requests for private account the phone?  people phone for personal do you provide a?  your dothey   |       |                  |                    |                   |                         | o impromonica zy you     | r company .       |
| What is organization's unauthorized calls sensitive account ? requests foraccount information, what doesorganizationabout? How  |       |                  |                    |                   |                         | for confidential informa | ation?            |
| requests foraccount information, what doesorganizationabout?  |       |                  |                    |                   |                         |                          | mon:              |
| How handle unauthorizedfor private the phone?   |       |                  |                    |                   |                         |                          | 2                 |
| do deal with of unauthorized requests for ?  do with requests for private account the phone?  people phone for personal do you provide a ?  your do they about phone calls private account information?  What you do calls from someone asking private ?  clients phone requests information, organization handle it?  How you deal calls for private clients?  steps do organization clients report getting calls ?  How will deal with reports shady individuals contacting your demanding over?  the address incidents with unexpected phone of personal account be there?  are organization's actions after account information?  What  |       |                  |                    |                   |                         |                          | _;                |
|   |       |                  |                    |                   |                         | ne?                      |                   |
| people phone for personal do you provide a ? your do they about phone calls private account information?  What you do calls from someone asking private ? clients phone requests information, organization handle it?  How you deal calls for private clients? steps do organization clients report getting calls ?  How will deal with reports shady individuals contacting your demanding over ?  the address incidents with unexpected phone of personal account be therefore are organization's actions after account: account information?  What you do your report phone sensitive account ? do reports calls to accounts? do you respond of surprise phone solicitations requesting private ?  do do of requests for private account ?  you take clients receive phone calls asking information?  How phone calls from that want confidential reports?  With clients who discover calls sensitive account ?  with clients who discover calls sensitive account ?  you with reports of sensitive account ?  Do you have response when people calls information?  How you handle of phone details?  Do you kind response when phone calls asking information?  How you handle of phone details?  you organization follow a protocol for with for details?  you organization follow a protocol for with for details?  you organization follow a protocol for with for expense account clients that call in reports?  What you taken response clients that call in reports?  What you taken response clients for personal ?  calls and share account information?  When clients report telephone seeking details, what ?  you to where receive phone solicitations demanding private ?  when clients report telephone seeking details, what ?  you to where receive phone solicitations demanding private ?  when clients report telephone individuals contacting and demanding private . ?  offer a people report asking for personal account .?  phone?  How do deal response of requests private account .? |       |                  |                    |                   |                         | _                        |                   |
| your   do   they   about phone calls   private account information?   |       |                  |                    |                   |                         |                          |                   |
| What  |       |                  |                    |                   |                         |                          |                   |
| clientsphone requests   |       |                  |                    |                   |                         |                          |                   |
| How wyou deal calls for private clients?  steps do organization clients report getting calls ?  How will deal with reports shady individuals contacting your demanding over ?  the address incidents with unexpected phone of personal account be there?  are organization's actions after account information?  What you do your report phone sensitive account ?  do reports calls to accounts?  do you respond of surprise phone solicitations requesting private ?  do you respond of surprise phone solicitations requesting private ?  do you take clients receive phone calls asking information?  How phone calls from that want confidential reports?  How with at the organization of requesting confidential account ?  with clients who discover calls sensitive account ?  Do you have response when people calls sensitive account ?  Do you have response when phone calls asking information?  How do with reports of information?  Do you kind response when phone calls asking information?  How you handle of phone details?  Does organization follow a protocol for with for details?  you organization handles phone requests sensitive account clients?  How you taken response clients for personal ?  What you gound a lients that call reports for personal ?  What you taken response clients for personal confidential bank details the ?  What you going to do about individuals contacting confidential bank details the ?  What you going to do about individuals contacting and demanding private ?  What you going to do about individuals contacting and demanding private ?  your have notify incidents unexpected phone in order to get info?  How do deal reports of requests private account ?  |       |                  |                    |                   |                         |                          |                   |
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| you organization handles phone requests sensitive account clients?  How you respond clients that call in reports?  What you taken response clients for personal ?  What are company's calls and share account information?  Do a handle of shady individuals contacting confidential bank details the ?  When clients report telephone seeking details, what ?  you to where receive phone solicitations demanding private ?  What you going to do about individuals contacting and demanding private ?  offer a people report asking for personal account ?  your have notify incidents unexpected phone in order to get info?  How do deal reports of requests private account ?  |       |                  |                    |                   |                         | 1                        |                   |
| How   |       |                  |                    |                   |                         |                          |                   |
| What you taken response clients for personal ? What are company's calls and share account information?  Do a handle of shady individuals contacting confidential bank details the ? When clients report telephone seeking details, what ?  you to where receive phone solicitations demanding private ?  What you going to do about individuals contacting and demanding phone?  offer a people report asking for personal account ?  your have notify incidents unexpected phone in order to get info?  How do deal reports of requests private account ?  |       |                  |                    |                   |                         |                          |                   |
| What arecompany's calls and shareaccount information?  Doahandleof shady individuals contactingconfidential bank detailsthe?  When clients reporttelephoneseekingdetails, what? youtowherereceivephone solicitations demanding private?  Whatyou going to do aboutindividuals contactingand demandingphone? offer apeoplereportasking for personal account? yourhavenotify incidentsunexpected phonein order to getinfo?  How dodealreports ofrequestsprivate account?  |       |                  |                    |                   |                         |                          |                   |
| Doahandleof shady individuals contactingconfidential bank detailsthe?  When clients reporttelephoneseekingdetails, what? youtowherereceivephone solicitations demanding private?  Whatyou going to do about individuals contacting and demanding phone? offer apeoplereportasking for personal account? your havenotify incidentsunexpected phonein order to getinfo?  How dodealreports ofrequestsprivate account?   |       |                  |                    |                   |                         |                          |                   |
| When clients reporttelephoneseekingdetails, what? youtowherereceivephone solicitations demanding private?  Whatyou going to do aboutindividuals contactingand demandingphone? offer apeoplereportasking for personal account? yourhavenotify incidentsunexpected phonein order to getinfo?  How dodealreports ofrequestsprivate account?  |       |                  |                    |                   |                         |                          |                   |
|   | Do    | a a              | _ handle of shad   | ly individuals co | ontacting               | confidential bank        | details the?      |
| Whatyou going to do aboutindividuals contacting and demanding phone? offer apeoplereportasking for personal account? yourhavenotify incidentsunexpected phonein order to getinfo?  How dodealreports ofrequestsprivate account?   | When  | clients report   | telephone seeki    | ng c              | etails, what            | ?                        |                   |
| offer a people report asking for personal account ? your have notify incidents unexpected phone in order to get info?  How do deal reports of requests private account ?  |       | you to _         | where receiv       | re phone s        | olicitations demandin   | g private?               |                   |
| your have notify incidents unexpected phone in order to get info?  How do deal reports of requests private account ?  | What  | you going to d   | lo about individu  | als contacting    | and deman               | ding                     | phone?            |
| How do deal reports of requests private account ?   |       | offer a          | people repo        | rt as             | king for personal acco  | ount?                    |                   |
|   |       | your have        | notify inc         | cidents un        | expected phone          | in order to get          | info?             |
|   | How o | do deal r        | eports of reques   | ts private        | account                 | ?                        |                   |
|   |       | you handle cal   | lls from clients   | to                | personal info           | rmation?                 |                   |

| do you reports of unauthorized requests for private ?   |
|---|
| dealing with complaints regarding for confidential account information over followed by organization? |
| possible your company deals with clients who solicitations where are asked account                    |
| ?   |
| do unexpected phone private account particulars receipt of reports?                                   |
| do company calls asking for private banking?  |
| clients report receiving phone contacts account details, your?  |
| you respond to clients who received asking account?   |
| firm able client reports of the phone?  |
| clients report unexpected phone contacts personal account what do?                                    |
| How do you unwanted calls for details that mentioned complaint?                                       |
| unexpected calls share confidential reports, what actions your company take?                          |
| If receive and share in their reports, what company?  |
| clients surprise phone contacts requesting account information, are?                                  |
| What do you receive client about unexpected sensitive account?  |
| do deal with calls for sensitive information?   |
| should company do get calls asking for their ?  |
| does when call and ask account details?   |
| What company's response to receiving complaints for information phone?                                |
| clear with clients who call solicitations where are asked account facts.                              |
| you a response who report asking for their information?   |
| should do about of shady individuals and confidential bank?   |
| What happens contacted sources for their account?   |
| Is there a response to that information?  |
| What actions are report calls their personal?   |
| Is there a in which your deals with report call solicitations where ?                                 |
| organization's response to from with confidential information?  |
| How does your asking for information?   |
| deal with calls private account?  |
| do you phone sensitive account?   |
| when you phone calls for account?   |
| you deal contacts that want confidential reports?   |
| How do you discover calls seeking?  |
| How by phone?   |
| does your organization when unexpected calls are reported?  |
| the organization's response reports calls demanding private details?                                  |
| How you handle phone contacts account?  |
| do your do when clients unauthorized contacts account?  |
| clients calls private account details, is the protocol?   |
| How do you phone from with ?  |
| Is deals with who solicitations where asked about personal account facts?                             |
| Does when with complaints calls for confidential account details?                                     |
| How with reported incidents from clients they solicitations?  |
| do you deal with getting contacted sources for ?  |
| How you to reports clients demanding confidential bank details phone?                                 |
| How handle phone private account information?   |
| How you want confidential outlined in your reports?   |
| How you handle requests for by?   |
| you with reports asking for account information from?   |
| for addressing reports of for private account information?  |

| How do who confidential in your reports?  |     |
|---|-----|
| you respond to calls private account?   |     |
| you handle reports phone that account?  |     |
| When clients unauthorized telephone contacts seeking account as mentioned in their  |     |
| Is for your clients report solicitations they are asked about personal information  | ion |
|   |     |
| How does the handle phone confidential banking ?                                    |     |
| What actions take client about calls asking for their?                              |     |
| how company deals clients report call where they're asked very facts.               |     |
| How does company situation when requests phone?                                     |     |
| Do have plan to with shady clients demanding confidential ?                         |     |
| steps does your it receives phone calls for private information?                    |     |
| do respond of demanding private banking details?                                    |     |
| company do if clients receive private information?                                  |     |
| Do you know deals who report solicitations asked again about personal ?             | '   |
| How to phone contacts account particulars after receiving ?                         |     |
| is organization's response phone calls that information?                            |     |
| What your company take when it complaints requesting information?                   |     |
| What you do call for confidential account reports?                                  |     |
| report phone calls private account your respond?                                    |     |
| do you for responding to claims of requesting ?                                     |     |
| What your organization after report for personal?                                   |     |
| What organization's actions report looking private account information?             |     |
| When with about phone confidential information, can you followed your organization? |     |
| What steps do you when receive private account information?                         |     |
| do you take about unexpected telephone asking for information?                      |     |
| How deal who discover unexpected for details?                                       |     |
| What your organization's steps when unauthorized for account?                       |     |
| there a way to address phone calls asking confidential ?                            |     |
| steps taken your surprise phone contacts information?                               |     |
| What are you to when client about unexpected account?                               |     |
| should company clients get calls private banking?                                   |     |
| do you address reports of asking personal?  |     |
| If individuals receive unexpected confidential information in reports, what ?       |     |
| the your organization uses to phone account in reports?                             |     |
| does your organization unexpected phone requesting private ?                        |     |
| deal with clients who phone calls for ?   |     |
| What protocols in place for with client asking for ?                                |     |
| do when get calls confidential account information?                                 |     |
| do unauthorized phone calls about account ?   |     |
| do you with calls from people information?  |     |
| What actions your organization reported calls for information?                      |     |
| How do you deal phone for ?   |     |
| What your have responding client claims of requesting sensitive?                    |     |
| are you going when your complains unexpected for their ?                            |     |
| is to of phone requests for account information?                                    |     |
| How phone requests sensitive account information clients?                           |     |
| How you to clients unexpected calls their ?   |     |
| clientphone contacts sensitive what protocols are place?                            |     |
|   |     |

|           | your to calls from clients requesting account?   |
|-----------|--|
|           | phone contacts for their personal what is approach?  |
|           | you handle reports account details your clients?   |
|           | about unexpected phone contacts conversations confidential how do respond?   |
| you       | where incidents with unexpected telephone contacts in to account?  |
|           | to how your company with clients who that are personal?  |
| Is a      | thing you tell me about your to notifying phone contacts their   |
|           | you phone reports requests for private account?  |
|           | you reports people calling asking account?   |
| do _      | with callers asking for?   |
| What      | think about contacts seeking account details?  |
| What is t | e organization's phone for account?  |
| do _      | with unexpected phone calls requesting private?  |
| What      | organization's addressing client phone private information?  |
| How       | organization deal with phone account information?  |
| How       | reports of calls asking for information?   |
| When it _ | responding contacts requesting sensitive credentials, protocols are in?  |
|           | receive phone private what's your organization's?  |
| is _      | organization's to phone asking for confidential account?   |
|           | report telephone account are your organization's steps?  |
|           | you with client phone account details?   |
| How       | phone requesting confidential information from clients?  |
|           | you with reports of involving requests private ?   |
|           | you phone calls clients account information included reports?  |
|           | your company respond to call for ?   |
|           | your get calls about private details?  |
|           | you do phone calls requesting confidential that ?  |
|           | you of phone requesting information, what your takes?  |
|           | you with calls that want account?  |
|           | get phone calls for account information?   |
|           | to complaints phone for information?   |
|           | ur response to unexpected account ?  |
|           | the to calls account information?  |
|           | ne your company takes after calls account information?   |
|           | ou to do people your clients demanding bank ?  |
|           | of phone calls for sensitive ?   |
|           | u deal with account particulars?   |
|           | to of calls private account ?  |
| _         | your organization with calls asking private ?  |
|           | report unexpected phone private details, does organization?  |
|           | ur company phone for confidential account information?   |
|           | claims of phone requesting sensitive what do have ?  |
|           |  |
|           | you respond when you that having confidential information?  duals unexpected and share confidential do your company? |
|           |  |
|           | cols place within company it responding to from clients credentials?   |
|           | deal with reports of asking for information?   |
|           | handle are contacted by unknown sources ?  |
|           | ns did organization when their clients information?  |
|           | to of phone contacts credentials?  |
|           | deal with reports of people asking for ?   |

| When clients report receiving calls for your approach?                       |
|--|
| When phone contacts looking for account details, your approach?              |
| establishment instances where people of unexpected with account information? |
| How do you reports someone private account details?                          |
| do to reports of phone requesting confidential ?                             |
| How do you instances when clients solicitations private ?                    |
| what your does clients phone requests for account                            |
| I need how organization requests for information clients.                    |
| Do reports of phone involving requests for account mentioned in ?            |
|  |
| information?   |
| do respond to phone calls from who account?                                  |
| How do respond phone from clients confidential in their?                     |
| address for confidential account from your clients?                          |
| What do your clients phone calls account details?                            |
| How do you with telephone correspondence personal banking ?                  |
| you to phone from clients confidential in their?                             |
| have a deal shady people and demanding bank information?                     |
| Do any sort response people calls asking personal?                           |
| telephone contacts seeking private account steps do take?                    |
| How address of calls asking private ?  |
| your dealing of requests for private account information?                    |
| do do clients telephone of personal banking?                                 |
| deal with phone calls account?   |
| How do you respond clients find details?                                     |
| do deal for private account information?                                     |
| are actions response to reporting for information?                           |
| I want to your handles from clients account information.                     |
| How when clients confidential in your reports?                               |
| do calls people who want know confidential account?                          |
| What done by corporation after a client reports call ?                       |
| What do with contact that requests account details?                          |
| When clients phone account how you them?                                     |
| do your respond from clients asking for account?                             |
| you do clients discover unexpected account details?                          |
| dealclients being contacted by foraccount information?                       |
| do from confidential account information in their reports?                   |
| do being contacted unknown sources for account information?                  |
| actions do you when clients report calls personal ?                          |
| How do you with from your clients?   |
| you phone contacts that information outlined in their?                       |
| How clients contacted unknown sources requesting information?                |
| clients details, how does your organization respond?                         |
|  |
| How do to instances where clients phone banking details?                     |
| youreportsshady individuals calling your clientsconfidential bank?           |
| When clients receiving unexpected their account details, do you?             |
| How reported incidents from when surprise solicitations?                     |
| protocols in place your to phone contact requesting sensitive credentials?   |
| clients report phone contact seeking their details, what?                    |
| handle client reports of private account information?                        |
| How do handle calls with requests that are in complaint records?             |

| Is it | for you to explain           | organization      | clients notify | ying        | phone calls seeking           |        | ?     |
|-------|------------------------------|-------------------|----------------|-------------|-------------------------------|--------|-------|
|       | phone calls asking           | private account i | nformation h   | oy          | ?                             |        |       |
|       | with wh                      |                   |                |             |                               |        |       |
|       | o clients                    |                   |                |             | ?                             |        |       |
|       |                              |                   |                |             | sensitive account information | 1?     |       |
|       | oes your organization respon |                   |                |             |                               |        |       |
|       | respond to calls             |                   |                |             |                               |        |       |
|       | e a when people              |                   |                | ?           |                               |        |       |
|       | ill you with of sha          |                   |                |             | ntial ?                       |        |       |
|       | your organization respon     |                   |                |             |                               |        |       |
|       | report                       |                   |                | ·           |                               |        |       |
|       | s organization's             |                   |                |             |                               |        |       |
|       | o deal who r                 |                   |                |             |                               |        |       |
|       | actions your                 |                   |                |             |                               |        |       |
|       | phone calls                  |                   |                |             |                               |        |       |
|       | you handle unauthorized      |                   |                |             |                               |        |       |
|       | pes your with call           |                   |                |             |                               |        |       |
|       | o respond ca                 |                   |                | clients?    |                               |        |       |
|       | o who                        |                   |                | _           | ?                             |        |       |
|       | you deal with clients        |                   |                |             |                               |        |       |
|       | o handle clients             |                   |                |             |                               |        |       |
|       | s your for resolvir          |                   |                |             |                               |        |       |
|       | you unexpected               |                   |                |             |                               |        |       |
|       | ou a to who                  |                   |                |             |                               |        |       |
|       | the company                  |                   |                |             | information?                  |        |       |
|       | neasures do take             |                   |                |             |                               |        |       |
|       | give a when get              |                   |                |             | <b>·</b>                      |        |       |
|       | reports phone                |                   |                |             |                               |        |       |
|       | you respond                  |                   |                |             |                               |        |       |
|       | it that                      |                   |                | accour      | nt details?                   |        |       |
|       | handle reports of p          |                   |                |             |                               |        |       |
| _     | you to client                |                   |                |             | ·                             |        |       |
|       | receive asking for           |                   |                |             |                               |        |       |
|       | handle calls clients         |                   |                | don't know? |                               |        |       |
|       | handle of                    |                   |                |             |                               |        |       |
|       | s organization's             |                   |                |             | =                             |        |       |
|       | you                          |                   |                |             |                               |        |       |
|       | phone calls reque            |                   |                |             |                               |        |       |
|       | s company's response _       |                   |                |             | ?                             |        |       |
|       | o you                        |                   |                |             |                               |        |       |
|       | s your response clients      |                   |                |             |                               |        |       |
|       | respond to unexpecte         |                   |                |             |                               |        |       |
|       | oes your respond to          |                   |                |             |                               |        |       |
|       | you respond to calls from    |                   |                |             |                               |        |       |
|       |                              |                   |                |             | confidential bank             | over n | hone? |
|       | to deal                      |                   |                |             |                               |        |       |
|       | ou plan to w                 |                   |                |             |                               |        |       |
|       | o you respond to w           |                   |                |             |                               |        |       |
|       | o you deal clients who       |                   |                |             |                               |        |       |
|       | you the                      |                   |                | ion?        |                               |        |       |

| What is organization's response reports about calls confidential ?              |
|---|
| What is organization's response to from confidential account?                   |
| How do involving requests private account details?                              |
| What actions your clients are for information?                                  |
| does your to client private account?  |
| How you handle unexpected clients are for ?                                     |
| taken the organization when clients calls for information?                      |
| with client complaints deceitful for particulars over can give us explanation?  |
| organization respond to unexpected calls requesting private particulars client? |
| When clients unauthorized contacts private information, what steps does ?       |
| is phone from people wanting confidential account ?                             |
| How do calls sensitive account information your?                                |
|   |
| people phone calls asking personal do you?                                      |
| How unauthorized requests account information over phone?                       |
| do handle reports of asking for account that mentioned the records?             |
| approach calls from people looking for details?                                 |
| How of of contact with people who for private?                                  |
| What the your receiving complaints about requests account by phone?             |
| What do clients being by sources their account information?                     |
| do you calls clients sensitive account?   |
| How deal with who asking information in reports?                                |
| do about of contact involve private account details?                            |
| actions take when call with personal?   |
| How should you with calls asking for ?  |
| What are your company after receiving about phone for ?                         |
| What are in respond claims of contacts requesting                               |
|   |
| you deal with phone calls account information?                                  |
| you have response to the for account ?  |
| What you about receiving phone sensitive account?                               |
| the calls clients personal info when they don't expect?                         |
| When a about calls their what you do?   |
| What actions are report for information?  |
| steps your organization unauthorized telephone contacts for private details?    |
| How do you respond to clients details?  |
| How you deal with telephone when report it?                                     |
| is the to clients for their confidential account?                               |
| What the your company client about calls asking for private ?                   |
| How deal instances receive surprise solicitations banking details?              |
| What by your company for your account information?                              |
| What is your organization's response for information?                           |
|   |
| your organization respond calls from requesting details?                        |
| How do of unwanted calls for ?  |
| deal reports of calls for private information?                                  |
| What the organization's to of phone calls requesting ?                          |
| does organization reports of calls asking confidential account?                 |
| I need to know your requests sensitive information.                             |
| How you account details?  |
| you for handling phone requests for private that to your?                       |
| do phone calls asking for sensitive ?   |
| How do you for from your clients?   |
|   |

| Will your<br>details? | instance          | s where people _  | incidents _       | unexpected telephor       | ne contacts                   | account     |
|-----------------------|-------------------|-------------------|-------------------|---------------------------|-------------------------------|-------------|
|                       | deal with clie    | ents who          | phone             | asking account inf        | Formation?                    |             |
|                       |                   |                   |                   | _ personal?               |                               |             |
|                       |                   |                   |                   | in reports?               |                               |             |
|                       |                   | asl               |                   |                           |                               |             |
|                       |                   |                   |                   | account inform            | nation?                       |             |
|                       |                   |                   |                   | nation when?              |                               |             |
| Do prov               | ride a            | the calls _       | for pe            | rsonal information        | ?                             |             |
|                       |                   |                   |                   | ne calls requesting confi |                               |             |
|                       |                   |                   |                   | private?                  |                               |             |
| How                   | to unex           | pected calls for  | account           | ?                         |                               |             |
| yo                    | ou handle reports | s of              | for pri           | vate details?             |                               |             |
|                       | about _           | telephone _       | requesting        | information, what         | do you do?                    |             |
| What is               | organization's _  | report            | s pho             | ne requesting con         | fidential account?            |             |
| Do you listen         | when clients      | you               | calls             | get ir                    | nformation?                   |             |
| What is               | to clients        | unaut             | horized phone _   | seeking ?                 | ?                             |             |
| do you                | respond           | who               | looking for       | information?              |                               |             |
| there a               | when peop         | ole phone _       | for the           | ir?                       |                               |             |
| do                    | to ca             | alls that ask     | _ confidential ac | count?                    |                               |             |
| How do                | with repor        | rts re            | questing a        | count?                    |                               |             |
| is it                 | add               | dresses calls     | account           | details?                  |                               |             |
| When clients          | you of            | contacts          | that conve        | rsations requesting       | do ?                          |             |
| do you                | respond ca        | lls from          | for info          | rmation in?               |                               |             |
| is                    | company's         | client com        | plaints ph        | one requesting priv       | vate?                         |             |
| How do you            |                   | contacts that     | confidential _    | your?                     |                               |             |
| When clients          | surprise _        | solicitations     | private           | how                       | deal with?                    |             |
| do                    | unauthori         | zed for pri       | vate detail       | s over the?               |                               |             |
| How                   | respond           | rece              | ive surprise      | _ solicitations priv      | ate banking details?          |             |
| What                  | organization      | 's                | reports of pho    | one private in            | nformation?                   |             |
| yo                    | ou do when your   | recei             | ving              | looking for their pe      | ersonal?                      |             |
|                       | organization      |                   | phone calls       | _ private particula       | ars after receipt of reports? |             |
| yo                    | our if            | your clients rece | eive about        | banking?                  |                               |             |
| is it tha             | t organizat       | tion client r     | eports about      | acco                      | ount?                         |             |
| do you                | deal              | callers aski      | ng sensitiv       | e account?                |                               |             |
| How do                | respond           | fe                | or account        | in reports?               |                               |             |
| Is                    | your comp         | any deals with c  | lients repo       | rt call where they'       | re about ?                    |             |
| are you               | going             | reports of        | you               | clients conf              | idential details?             |             |
| yo                    | ou handle r       | equests pri       | vate inform       | nation?                   |                               |             |
| it clear              | how compa         | any with          | who ca            | ll they're                | about personal account        | ?           |
| do you                | to calls from     | m                 | confidential _    | their reports?            |                               |             |
| w                     | ith client compla | ints about reque  | sts a             | ccount particulars        | phone, can you                | followed by |
| ?                     |                   |                   |                   |                           |                               |             |
|                       |                   |                   |                   |                           |                               |             |
|                       |                   |                   |                   | ed calls                  |                               |             |
|                       |                   |                   |                   | calls requesting s        | sensitive?                    |             |
|                       |                   | for private       |                   |                           |                               |             |
|                       |                   |                   |                   | ing rep                   |                               |             |
|                       |                   |                   |                   | king their inf            |                               |             |
|                       |                   |                   |                   | g information             |                               |             |
| do                    | respond p         | hone calls        | clients           | _ private account?        | ?                             |             |

|           | address of phone account information?   |
|-----------|---|
|           | with reports phone calls demanding ?  |
|           | company if your receive calls asking for ?                                      |
|           | phone solicitations demanding private details, how to them?                     |
|           | phone calls for confidential what your take?                                    |
|           | _ your for reports of calls private account information?                        |
| are       | confidential account information?   |
| Do I      | provide a response people phone asking their ?                                  |
| How       | _ you deal with sensitive details?  |
| How do _  | respond to for private information?   |
| How do y  | ou deal phone asking confidential from ?  |
| What are  | company's responding calls requesting credentials?                              |
| How       | organization to phone requesting private details?                               |
| What is _ | for phone mentioned in client reports?  |
| does      | s the clients requesting banking information?                                   |
| How does  | s the this situation when report information?                                   |
| When      | notify you of contacts account what your ?                                      |
| do _      | company to suspicious requesting financial information?                         |
| do _      | handle contacts your private information?                                       |
|           | sort response to the phone personal account info?                               |
|           | your organization's handling client reports phone calls asking for ?            |
| do y      | ou requests for account your clients?   |
| When clie | ents report unknown phone calls how do ?  |
| When clie | ents telephone contacts for account what the ?                                  |
| How do y  | ou handle of calls account ?  |
|           | calls and share confidential account your company do?                           |
|           | your organization respond contact involving requests for account?               |
|           | the organization respond to account from?                                       |
|           | of phone information?   |
|           | you clients who are contacted by account ?                                      |
|           | respond instances in receive surprise demanding banking details?                |
|           | your respond when clients account?  |
|           | handle where clients get phone banking?   |
|           | your to asking account details?   |
|           | how your deals with clients report call solicitations they asked again personal |
|           | you to phone solicitations for private banking?                                 |
|           | vou clients who calls looking details?  |
|           | vou respond private account details clients?                                    |
|           | your to deal with shady individuals confidential details over phone?            |
|           | to handle of contact with for account details?                                  |
|           | you have to to client of contacts sensitive ?                                   |
|           | report unexpected account details, what's your response?                        |
|           | do you have for responding to client claims contacts ?                          |
|           | handle from clients for personal when don't expect it?                          |
|           | your organization handles calls from information.                               |
|           |   |
|           | _ you to with of individuals your clients and confidential over phone?          |
|           | dotakereport calls for personal?  |
|           | unauthorized contacts seeking their private details, steps take?                |
|           | _ you deal with of requesting financial information from?                       |
| How       | handle phone for confidential banking information ?                             |

| phone calls private account details, what do you?                           |
|---|
| reports of phone with for private information?                              |
| How you dealing with calls private ?  |
| What your do if your asking private information?                            |
| Is plan with reports of contacting your clients confidential bank details ? |
| actions do your organization take when report ?                             |
| do do for their personal account details?                                   |
| company's response to unexpected calls and share confidential ?             |
| What you do clients report calls asking ?                                   |
| How you phone calls that information?                                       |
| clients report receiving calls private account is organization's?           |
| Do you handle the clients expect account info?                              |
| How that ask for account information?                                       |
| Does company report solicitations they're asked their personal information? |
| report unauthorized contacts looking for private details, your taking?      |
| you tackle calls account?   |
| How do the handle confidential information their?                           |
| you a response who calls asking for personal ?                              |
| Can you tell your deals who report call where are again about ?             |
| do when discover unexpected calls sensitive details?                        |
| Is it possible your company to deal with report they're about their ?       |
| do instances suspicious phone requesting financial?                         |
| you to clients call looking for account information ?                       |
| How calls from who want outlined in their reports?                          |
| How instances of suspicious requesting financial information?               |
| you call from client for your account information,you ?                     |
| What you when clients unexpected asking their account details?              |
| How do you handle calls for information clients?                            |
| respond to phone calls information in reports?                              |
| What the actions when clients unauthorized telephone private ?              |
| your company clients report call solicitations where about personal ?       |
| How do deal with for account information?                                   |
| the response to clients have unauthorized for account?                      |
| How your organization to from clients?                                      |
| What is your response regarding for account details?                        |
| Is there anything about responds of unwanted phone seeking their            |
| personal banking information?   |
| How you phone want account details?   |
| do requests for private account details phone?                              |
| How do respond clients information?   |
| deal who unexpected for sensitive account information?                      |
| How organization to reports phone requesting confidential account?          |
| clients report unexpected calls looking for their what's ?                  |
| How your responding to unexpected phone requesting ?                        |
| How your company asking confidential account?                               |
| with reports of shady calling your demanding confidential details?          |
| do handle reports calls with requests private details?                      |
| do phone for sensitive information your clients them?                       |
| Is clear how deals with clients solicitations where they asked facts?       |
| What company's response complaints about private account information?       |
| How do reports calls seeking sensitive ?                                    |

| What      | does           |                  | are calls for personal account?                                 |     |
|-----------|----------------|------------------|---|-----|
|           |                |                  | asking for private ?  |     |
|           |                |                  | reports calls requesting ?                                      |     |
| Is there  | a to           |                  | involving requests account details?                             |     |
|           |                |                  | to of phone contact requesting ?                                |     |
|           |                |                  | calls share confidential ?                                      |     |
|           |                |                  | ask for private ?   |     |
|           |                |                  | client of information?  |     |
|           |                |                  | account?  |     |
|           |                |                  | phone solicitations for private ?                               |     |
|           |                |                  | ons private banking, do ?                                       |     |
|           |                |                  | n calls account ?   |     |
|           |                |                  | ut information outlined in report?                              |     |
|           |                |                  | s from clients account?   |     |
|           |                |                  | comes toclient claims of phone contacts requesting credentials? | ?   |
|           |                |                  | g unexpected phone contacts details?                            |     |
|           |                |                  | surprise phone ask for account ?                                |     |
|           |                |                  | call solicitations they're about personal information?          |     |
|           |                |                  | rivate do you plan respond?                                     |     |
|           |                |                  | at regarding calls for details?                                 |     |
|           |                |                  | unexpected phone calls asking their ?                           |     |
|           |                |                  | receive asking banking ?  |     |
|           |                |                  | e phone solicitations demanding private ?                       |     |
|           |                |                  | er unexpected calls looking?                                    |     |
|           |                |                  | s asking sensitive information?                                 |     |
|           |                |                  | known asking account ?  |     |
|           |                |                  | information, do organization that?                              |     |
|           |                |                  | phone calls account information?                                |     |
|           |                |                  | reports of phone for account information?                       |     |
|           |                |                  | request your account on ?                                       |     |
|           |                |                  | information, do you do?   |     |
|           |                |                  | orise solicitations clients banking details?                    |     |
|           |                |                  | organization's clients notifying of phone seeking their bank    | ina |
| informat  |                |                  | _ 0 0   | J   |
|           | you t          | ake after        | _ calls personal information?                                   |     |
| do        | you deal       | being contac     | ted unknown sources ?   |     |
| is _      | for            | dealing with     | of for private info?  |     |
| is _      | organiza       | tion's pe        | eople who call asking account?                                  |     |
| What is t | the organizati | on's response to | concerning confidential ?                                       |     |
| it p      | ossible for _  | to               | call where they're about personal account info?                 |     |
| When      |                | phone for the    | eir private account your protocol?                              |     |
| What me   | easures do yo  | ı take           | about phone account?  |     |
|           |                | place when it    | to responding to client of contact credentials?                 |     |
| What pro  | otocols are in | place respond    | ling claims of sensitive?                                       |     |
| do        | deal wit       | h clients        | asking for sensitive?   |     |
| How do    | handle         | who are          | people requesting ?   |     |
| How do    |                | of unauthorized  | requests private details on ?                                   |     |
|           |                |                  | private account specifics?                                      |     |
|           |                |                  | unexpected for sensitive ?                                      |     |
|           |                |                  | ontact where there for account?                                 |     |

| a to reports shady individuals contacting clients demanding confidential details?   |
|---|
| organization respond phone calls that request private?                              |
| do your clients get calls that ask private?   |
| What you do when unexpected requesting details?                                     |
| handle of contact that involve requests for account?                                |
| Do offer a response when people phone ?   |
| How the protocol for dealing complaints regarding calls for ?                       |
| What do do when calls for banking?  |
| What are when complains about contacts asking account information?                  |
| What response of calls personal information?  |
| clients report phone account details, what your approach?                           |
| How to for confidential account information?  |
| do you respond to requests information ?  |
| do handle reports phone personal information?                                       |
| phone requests for account information clients them?                                |
| What are your plans reports individuals calling demanding bank details?             |
| What is your organization's response asking for?                                    |
| company handle phone requests banking by clients?                                   |
| How handle suspicious phone financial information?                                  |
| When you unexpected phone contacts confidential information their organization      |
| respond?  |
| What taken by your company notify that your account?                                |
| How do to who receive asking for account?   |
| What responses to clients for information?  |
| measures are taken your when surprise contacts account?                             |
| company's if clients get calls for private ?  |
| Is a people phone for their information?  |
| actions your take people and account information?                                   |
| you deal contacts reporting company wanting information?                            |
| What your with reports of shady calling and bank details?                           |
| organization respond to calls requesting private?                                   |
| What happens phone requests for account ?   |
| What about clients phone contacts details?  |
| company deal with who call again about personal information?                        |
| How you reports phone requests for private?   |
| your approach unexpected phone calls for account details?                           |
| do respond to contact asking for private account?                                   |
| protocols are in place within your when to client requesting ?                      |
| How your organization calls private account?  |
| How do you you a call a for ?   |
| How you reports of involve requests for details?                                    |
| clients report telephone contacts seeking as complaints, what does organization     |
| take?   |
| possible the protocol dealing client complaints phone confidential account details? |
| should handle contacts seeking personal information?                                |
| Do with clients call they about personal account facts?                             |
| What should your do asking private information?                                     |
| When to client phone requesting sensitive what are at your?                         |
| there any sort of response get phone their account?                                 |
| How does respond unexpected calls from clients accounts?                            |
| responding to claims of phone for sensitive within company?                         |

| What is reports of phone asking confidential information?                           |
|---|
| do deal with asking for confidential ?  |
| When dealing with about confidential account phone, can you the your organization?  |
| How do you to calls from clients want ?   |
| What you do reports of contact involving details?                                   |
| Do have a response people who report phone personal ?                               |
| How your deal with for account?   |
| do you handle reports of requests account that in complaint records?                |
| do when clients report to their?  |
| What you your clients receive surprise solicitations demanding ?                    |
| you about requesting confidential information in reports, how organization respond? |
| is the unauthorized phone looking account details?                                  |
| do you your calls asking for info?  |
| How are handling phone calls for information?                                       |
| you to instances of surprise solicitations receive from?                            |
| Tell me organization calls clients with account                                     |
| your establishment where people notify incidents with telephone order to personal ? |
| When clients you they are requesting do you respond?                                |
| do when clients about unexpected phone and requesting confidential?                 |
| What is organization's to reports phone demanding details?                          |
| What protocols place phone contacts requesting sensitive credentials?               |
| What the clients who report unauthorized looking details?                           |
| How handle calls for banking information ?  |
| How you respond to calls account information?                                       |
| How do respond to instances surprise phone calls ?                                  |
| respond when clients you asking for private ?                                       |
| What your to phone calls for personal ?   |
| clients receiving calls asking for personal what's your?                            |
| your address where notify with unexpected and of personal information?              |
| What do your organization take asking for ?   |
| do respond instances where a client receives phone private ?                        |
| is that you address reports about phone requesting ?                                |
| What report receiving phone contacts for their account details?                     |
| What going to do about telephone contacts requesting account?                       |
| How deal calls asking for account ?   |
| When report telephone contacts account do you take?                                 |
| When clients report telephone private account does your ?                           |
| youhow company deals call solicitations where about their personal information?     |
| do you with clients calls sensitive account information?                            |
| Is it to call solicitations where they're asked about facts.                        |
| What your response contacts requesting account details ?                            |
| respond to about phone calls confidential account information?                      |
| How do you with phone who information your ?  |
| you about clients that looking for sensitive account details?                       |
| What your company's response complaints about phone calls ?                         |
| is the organization's phone requests for details?                                   |
| What protocols are place to client claims of phone credentials?                     |
| do when is a phone for details?   |
| When clients report unknown phone asking account you?                               |
| are vour company it complaints about calls requesting account?                      |

| How do you reports requests for account phone?                                    |
|---|
| What going to reports of shady your confidential bank information?                |
| How you to solicitations that demand private banking?                             |
| How is the about phone requesting account details?                                |
| measures are taken your clients request account on ?                              |
| What's your to of shady clients and over the phone?                               |
| What are supposed to taken client reports private account?                        |
|   |
| What do reports of unauthorized phone information?                                |
|   |
| When unauthorized private account details, do you take?                           |
| What your to reports of calling your clients demanding ?                          |
| When receiving their private account details, what is protocol?                   |
| do you deal report unwanted confidential information?                             |
| How do you handle unauthorized sensitive ?  |
| it for your to with clients call where they are asked account?                    |
| company respond a client solicitation their personal financial?                   |
| your company with clients who report call solicitations where they're asked about |
| Do you give a phone calls asking personal ?                                       |
| If individuals and information in reports, your company's actions?                |
|   |
| Ispossibleclarify company deals with clients where they're asked about facts?     |
| a client complains about telephone their actionsyou?                              |
| How do handle contacts confidential information in ?                              |
| How instances of surprise solicitations private clients?                          |
| What organization's response phone that want details?                             |
| the company with phone requests for banking clients?                              |
| How going to to clients discover calls for ?                                      |
| What clients reporting unauthorized phone contacts account?                       |
| do you deal unexpected sensitive information?                                     |
| What is organization's unauthorized contacts looking account ?                    |
| do unauthorized calls seeking account?  |
| How does the company handle situation solicitations ?                             |
| do to instances surprise calls asking private information?                        |
| Do you have to respond calls from asking ?  |
|   |
| you respondinstancesreceive surprisesolicitations private banking details?        |
| How your from clients requesting account details?                                 |
| When account information solicited unexpected phone actions organization?         |
| What does your after receiving client complaints about calls ?                    |
| What is organization's response to client reports requesting ?                    |
| a response when people phone calls for account?                                   |
| How you handle calls requesting financial information?                            |
| How you deal who discover calls looking sensitive ?                               |
| actions do take people for personal account ?                                     |
| What action your when telephone contacts private account details?                 |
| How with phone calls looking confidential in reports?                             |
|   |
| do you clients contacted by requesting their account?                             |
| you surprise phone requesting account information, what steps are by?             |
| do of suspicious calls asking for information?                                    |
| people report phone asking for do a response?                                     |
| How you requests account information clients?                                     |
| you calls asking for account information?   |

| do           | reports of     | involving requ      | uests for private               | are mentione          | ed compl          | aint records?  |
|--------------|----------------|---------------------|---------------------------------|-----------------------|-------------------|----------------|
| does         | _ company      | calls confidential  | banking information             | ?                     |                   |                |
|              |                |                     | for personal accoun             |                       |                   |                |
|              |                | private acc         |                                 | <del></del>           |                   |                |
|              |                |                     | nization's response to clie     | ents notifying them   | phone seel        | ring           |
| nformation?  | g ouii         | 01941               | incurrent of responde to one    |                       | phone see:        | 9              |
| How          | respond to     | calls sensi         | tive information                | your clients?         |                   |                |
|              |                |                     | d private                       |                       | ?                 |                |
|              |                |                     | sources                         |                       |                   |                |
|              |                |                     | private details                 |                       |                   |                |
|              |                |                     | private account?                |                       |                   |                |
|              |                |                     | ount details, what is           | 2                     |                   |                |
|              |                |                     | authorized                      |                       | Antaile2          |                |
|              |                |                     |                                 |                       |                   |                |
|              |                |                     | spondence persona               |                       | nave?             |                |
|              |                |                     | sources sensi                   |                       |                   |                |
|              |                |                     | count information               | reports?              |                   |                |
|              |                | ts for account      |                                 |                       |                   |                |
|              |                |                     | ho report call solicitation     | ns they               | about             | account detail |
|              |                | contacted by        |                                 |                       |                   |                |
| Vhen re      | port unexp     | ected calls th      | eir details, w                  | hat organiz           | ation's protocol? |                |
| low you      | respond        | calls who           | confidential inform             | nation repo           | orts?             |                |
|              | organization d | lo report una       | uthorized telephone cont        | tacts looking         | account?          |                |
| clients _    | receiving un   | expected contacts   | their account                   | information, what's _ | ?                 |                |
| low do       | instances o    | f solicitations     | s for from                      | _?                    |                   |                |
| is your _    | to calls       | s people asking for | ?                               |                       |                   |                |
| Iow do       | reports        | requests            | account information             | ?                     |                   |                |
|              |                | eing by sourc       |                                 |                       |                   |                |
|              |                |                     | from your                       | clients?              |                   |                |
|              |                |                     | it requesting                   |                       |                   |                |
|              |                | contacts privat     |                                 | ·                     |                   |                |
|              |                | ask for accou       |                                 |                       |                   |                |
|              |                |                     |                                 | information?          |                   |                |
|              |                |                     | t phone calls soliciting _      |                       |                   |                |
|              |                |                     | for sensitive account           |                       | 1 0               |                |
| _            |                |                     | our demandin                    |                       | ver pnone?        |                |
|              |                |                     | requests for private            |                       |                   |                |
|              |                |                     | requesting private acco         |                       |                   |                |
|              |                |                     | or sensitive inform             | ation?                |                   |                |
| Iow          | pho            | one that request    | account details?                |                       |                   |                |
|              |                |                     | rprise                          |                       |                   |                |
| What the     | e to w         | ho phone contacts   | for confidential                | ?                     |                   |                |
| does         |                | _ a client asks     | information in their re         | eports?               |                   |                |
| How          | respond to     | from                | information in repe             | orts?                 |                   |                |
| How do you _ | calls          | for info?           |                                 |                       |                   |                |
|              |                |                     | lls personal accoun             | t information?        |                   |                |
|              |                | from asking for     |                                 |                       |                   |                |
|              |                |                     | king informat                   | ion in their ?        |                   |                |
|              |                |                     | g account informat              |                       |                   |                |
|              |                |                     | o solicitations                 |                       | ut verv           | ?              |
|              |                |                     |                                 |                       |                   | ·              |
|              |                |                     | rts calls askir                 |                       | t                 |                |
|              |                |                     | eceive calls asking  details ar |                       |                   |                |

| How   | reports of phone for account details?   |
|---|---|
|   | when your clients asking confidential account ?   |
|   | organization respond to phone confidential account?   |
| actio   | ns taken organization when calls for personal information?  |
| Is a v  | way for your company deal clients who report where asked ?  |
|   | anything you can tell me organization's them about phone asking their   |
| informatio  |   |
|   | you handle phone solicitations demand banking?  |
|   | your organization respond calls private clients?  |
|   | your do if your clients get details?  |
|   | ssible organization addresses client about calls details?   |
|   | e protocol there are for ?  |
|   | unauthorized telephone seeking details, what steps your ?   |
|   | ld you handle clients account information?  |
|   | _you do when your receive phone details?  |
|   | response to unexpected calls private account?   |
|   | to reports phone asking confidential account information?   |
|   | _you report contacts get private account details?   |
|   | a to shady individuals your and demanding information?  |
|   | you deal unexpected correspondence banking details your?  |
|   | you to phone calls for confidential ?   |
|   | can tell me about organization's response notifying them about their banking?   |
|   | you take when you get phone requests account information?   |
|   | e when report phone calls their personal information?   |
|   | address instances where notify calls personal account information stated here?  |
|   | s taken your to with surprise phone contacts ?  |
|   | ur response to contacts details?  |
|   | know how deals with who asked about very account details?   |
|   | you when calls for personal account information?  |
| are _   | protocols when it to responding calls sensitive credentials?  |
| io  | companyle shape calle requesting information?   |
|   | company's phone calls requesting information?   |
| How   | deal phone requests for sensitive from ?  |
| How   | deal phone requests for sensitive from ? organization respond from clients requesting private information?  |
| How   | deal phone requests for sensitive from ? organization respond from clients requesting private information? are taken by ask for your account on phone?  |
| How   | deal phone requests for sensitive from ?  organization respond from clients requesting private information?  are taken by ask for your account on phone?  u unauthorized calls information?   |
| How do yo   | deal phone requests for sensitive from ? organization respond from clients requesting private information? are taken by ask for your account on phone? bu unauthorized calls information? plan in place to respond calls clients private details?   |
| How do yo   | deal phone requests for sensitive from ?  organization respond from clients requesting private information?  are taken by ask for your account on phone?  ou unauthorized calls information?  plan in place to respond calls clients private details?  ou when clients discover for sensitive ?   |
| How do yo   | deal phone requests for sensitive from ? organization respond from clients requesting private information? are taken by ask for your account on phone? bu unauthorized calls information? plan in place to respond calls clients private details? bu when clients discover for sensitive ? client claims of phone contacts for credentials, your company?   |
| How do yo   | deal phone requests for sensitive from ? organization respond from clients requesting private information? are taken by ask for your account on phone? bu unauthorized calls information? plan in place to respond calls clients private details? bu when clients discover for sensitive ? client claims of phone contacts for credentials, your company? clients discover seeking account information?   |
| How do yo   | deal phone requests for sensitive from ? organization respond from clients requesting private information? are taken by ask for your account on phone? bu unauthorized calls information? plan in place to respond calls clients private details? bu when clients discover for sensitive ? client claims of phone contacts for credentials, your company? clients discover seeking account information? you tell about how your clients notifying about calls requesting their ?  |
| How do yo do yo do yo ls are _  | deal phone requests for sensitive from ? organization respond from clients requesting private information? are taken by ask for your account on phone? bu unauthorized calls information? plan in place to respond calls clients private details? bu when clients discover for sensitive ? client claims of phone contacts for credentials, your company? clients discover seeking account information? you tell about how your clients notifying about calls requesting their ? with reports of shady calling clients and demanding bank ?   |
| How do yo do yo do yo lo yo are is yo   | dealphone requests forsensitivefrom? organization respondfrom clients requesting privateinformation? are taken byask for your accountonphone? ouunauthorized callsinformation?plan in place to respondcallsclientsprivatedetails? ouwhen clients discoverfor sensitive?client claims of phone contactsforcredentials,your company?clientsdiscoverseeking accountinformation?youtellabout how yourclients notifyingaboutcalls requesting their?with reports of shadycallingclients and demandingbank? ur organization's procedure for handling account?  |
| How do yo do yo lo yo are is yoo  | dealphone requests forsensitivefrom?organization respondfrom clients requesting privateinformation? are taken byask for your accountonphone? buunauthorized callsinformation?plan in place to respondcallsclientsprivatedetails? buwhen clients discoverfor sensitive?client claims of phone contactsforcredentials,your company?clientsdiscoverseeking accountinformation?youtellabout how yourclients notifyingaboutcalls requesting their?with reports of shadycallingclients and demandingbank? ur organization's procedure for handlingaccount?ofcontact thatunwantedforaccount details?   |
| How do yo do yo loo | dealphone requests forsensitivefrom?organization respondfrom clients requesting privateinformation? are taken byask for your account onphone? ouunauthorized callsinformation?plan in place to respondcallsclients privatedetails? ouwhen clients discoverfor sensitive?client claims of phone contactsforcredentials,your company?clientsdiscoverseeking accountinformation?youtellabout how yourclients notifyingaboutcalls requesting their?with reports of shadycallingclients and demandingbank? ur organization's procedure for handlingaccount? youofcontact thatunwantedforaccount details?handleof calls asking for?   |
| How do yo do yo do yo is yoo do do do do  | dealphone requests for sensitive from ? organization respond from clients requesting private information? are taken by ask for your account on phone? unauthorized calls information? plan in place to respond calls clients private details? when clients discover for sensitive ? client claims of phone contacts for credentials, your company? clients discover seeking account information? you tell about how your clients notifying about calls requesting their ? with reports of shady calling clients and demanding bank ? ur organization's procedure for handling account ? you of contact that unwanted for account details? handle of calls asking for ? the phone?   |
| How do yo do yo is yo do yo   | dealphone requests forsensitivefrom?organization respondfrom clients requesting privateinformation? are taken byask for your account onphone? ouunauthorized callsinformation?plan in place to respondcallsclients privatedetails? ouwhen clients discoverfor sensitive?client claims of phone contactsforcredentials,your company?clientsdiscoverseeking accountinformation?youtellabout how yourclients notifyingaboutcalls requesting their?with reports of shadycallingclients and demandingbank? ur organization's procedure for handlingaccount? youofcontact thatunwantedforaccount details?handleof calls asking for?   |
| How do yo do yo lis is yoo do do yo do yo do yo do yo do yo do yo yo ?  | dealphone requests forsensitivefrom?organization respond from clients requesting private information? are taken by ask for your account onphone? ouunauthorized calls information? plan in place to respondcallsclients private details? ou when clients discover for sensitive ? client claims of phone contacts for credentials, your company? clients discover seeking account information? you tell about how your clients notifying about calls requesting their ? with reports of shady calling clients and demanding bank ? reganization's procedure for handling account ? you of contact that unwanted for account details? handle of calls asking for ? the phone? that ask confidential information? your plans dealing shady clients demanding confidential bank details over the |
| How do yo do yo is yo do do yo for for  | dealphone requests forsensitivefrom?organization respondfrom clients requesting privateinformation? are taken byask for your accountonphone? buunauthorized callsinformation? buunauthorized callsinformation? buunauthorized callsinformation? buwhen clients discoverfor sensitive? client claims of phone contactsforcredentials,your company? clientsdiscoverseeking accountinformation? woutellabout how yourclients notifyingaboutcalls requesting their? but organization's procedure for handlingaccount? but ofcontact thatunwantedforaccount details? but handleof calls asking for? but handle unauthorizedforthe phone? butthat askconfidentialinformation?   |

| When clies | nts report phone contacts trying to what do?  |
|------------|---|
| How        | you unauthorized phone private account?   |
| How        | respond to people account their reports?  |
| clien      | ts unauthorized telephone seeking account information, what do ?                    |
| is         | organization's to phone calls that information?                                     |
| When clie  | nts receiving private account does your do?   |
| When a _   | complains about calls requesting their you?   |
| How        | your to regarding phone calls requesting ?  |
| Do you ha  | ve a plan dealing of and demanding confidential bank over ?                         |
| What prot  | ocols you for to client requesting credentials?                                     |
|            | client claims phone credentials, what protocols exist within company.               |
| How        | you to instances phone solicitations private banking?                               |
| How do yo  | ou requesting private after client reports?   |
|            | handle of calls asking for account?   |
| When clie  | nts receive sensitive account how you the?  |
| Do you     | a plan of action with with and confidential bank information?                       |
| How do _   | to instances where clients demanding banking?                                       |
| How do _   | calls wanting to know confidential account?   |
|            | the organization's response clients report unauthorized telephone contacts details? |
|            | your company when unexpected phone calls information?                               |
|            | your respond a client a of their financial?   |
| do _       | handle unauthorized private account from clients phone?                             |
| y'all      | respond to calls asking for ?   |
| actio      | ons you take when clients report?   |
|            | you phone contact that requests for private ?                                       |
|            | you about requests private account details?   |
| How do _   | respond unexpected for account details?   |
| When       | inform company surprise requesting sensitive account what measures ?                |