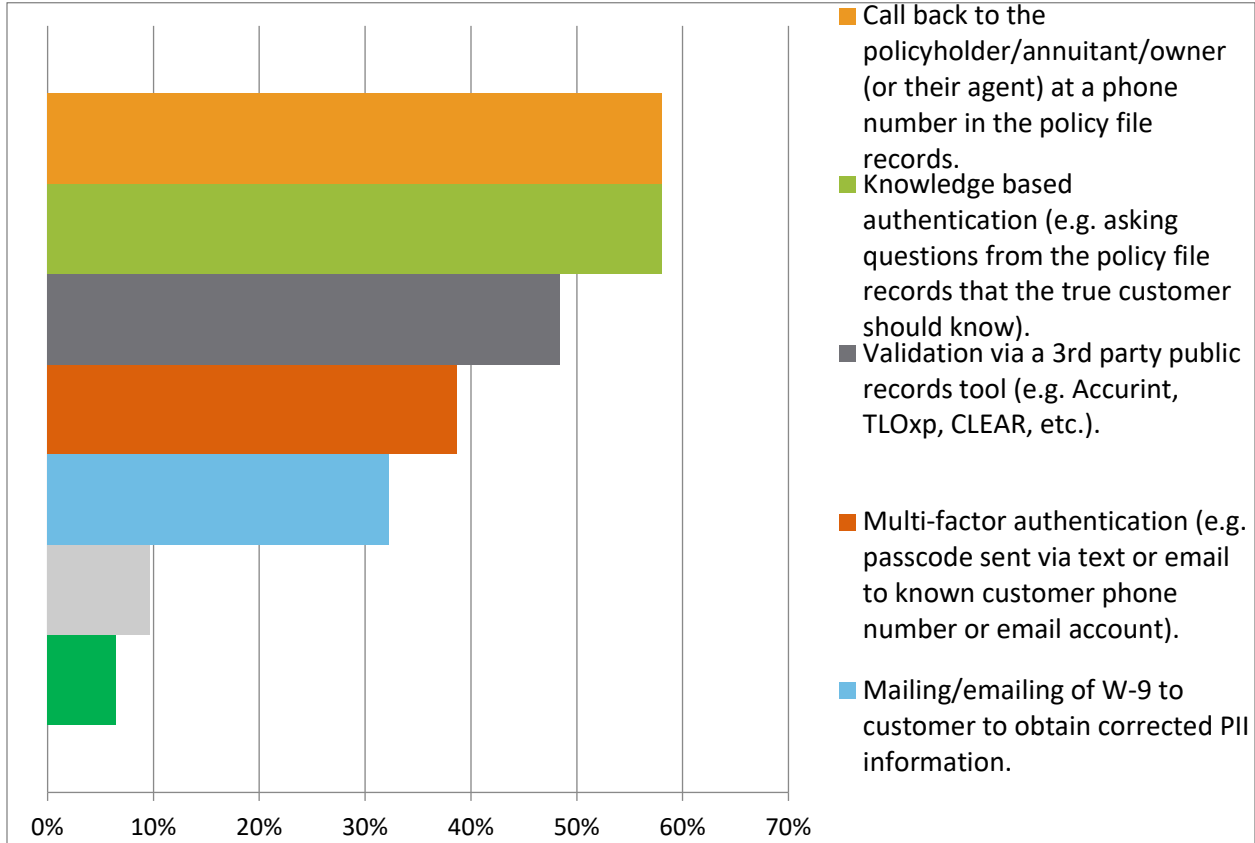


CEFLI Quick Poll

February 2019

Customer Failed Authentication Practices (32 Responses)

Q. 1 What specific follow-through procedures do you utilize for customer failed authentication attempts (failure could be due to inaccurate information on file; cognitive issues; attempted fraud; etc.)? Please select all that apply.



- Other:
 - o Mail Request for Change Form for incorrect DOB
 - o Escalate to supervisor for suspected fraud or cognitive issues.