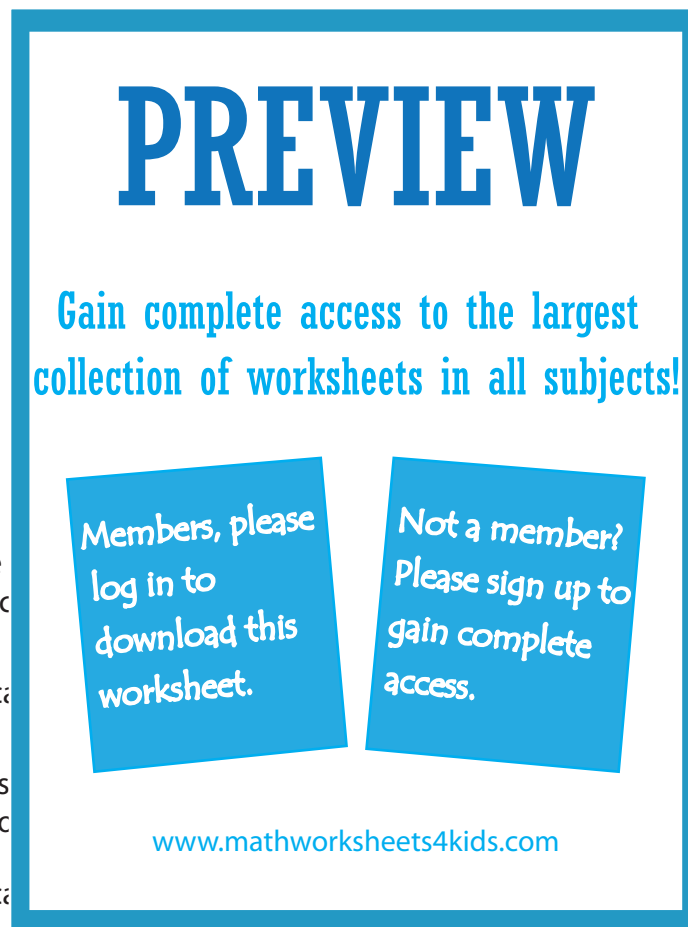


**Drawing Venn Diagram - With Universal Set**

Draw Venn diagram based on the data provided and answer the questions that follow.

- 1) A credit card call center in Minneapolis received 3 types of calls on Friday-
- 95 enquiries were made to check credit card balances;
  - 65 callers made requests for add-on cards;
  - 70 calls were recieved to update changes in communication addresses;
  - 25 customers made enquiries on credit balance and placed requests for add-on cards but not for change of address;
  - 17 calls were made to update changes in address and place requests for add-on cards but not for balance enquiry;
  - 15 calls recieved by the call center to check credit card balance and update change of address but not for add-on cards; and
  - 11 callers made enquiries to apply for a new credit card.



- a) How many calls were made to check the balance on their credit cards? \_\_\_\_\_
- b) Find the number of calls made to update change of address. \_\_\_\_\_
- c) How many customers made enquiries on credit card balances and placed requests for add-on cards but not for change of address? \_\_\_\_\_
- d) Find the number of calls made to update change of address. \_\_\_\_\_
- e) Based on the data provided, how many customers requested for at least 2 of the 3 services? \_\_\_\_\_
- f) How many calls were by customers to either update change of address or request for add-on cards? \_\_\_\_\_
- g) Find the number of calls made by customers to either enquire about their credit card balances or update changes in address. \_\_\_\_\_
- h) How many customers neither made enquiries on credit card balances nor made requests to update change in address? \_\_\_\_\_

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- |  |                      |
|--|----------------------|
| a) How many calls were made to check the balance on their credit cards?  | <u>55 calls</u>      |
| b) Find the number of calls made to update changes in communication addresses.   | <u>184 calls</u>     |
| c) How many customers made enquiries on credit card balances and placed requests for add-on cards but not for change of address? | <u>135 customers</u> |
| d) Find the number of calls made to update changes in address and place requests for add-on cards but not for balance enquiry.   | <u>38 calls</u>      |
| e) Based on the data provided, how many customers requested for at least 2 of the 3 services?                                    | <u>57 customers</u>  |
| f) How many calls were by customers to either update change of address or request for add-on cards?                              | <u>118 calls</u>     |
| g) Find the number of calls made by customers to either enquire about their credit card balances or update changes in address.   | <u>150 calls</u>     |
| h) How many customers neither made enquiries on credit card balances nor made requests to update change in address?              | <u>34 customers</u>  |