

TRANSCRIPT OF TELEPHONE CALL BETWEEN Confidential AND CONTACT CENTRE OFFICER 8 (CC08), ANZ CONTACT CENTRE DATED 21 APRIL 2018

CC08 Hello this is [CC08], how can I help?

Confident [inaudible]

CC08 Hello?

Confident [inaudible]

CC08 Umm, I'm not able to hear you good, it sounded like you were on a corded microphone.

Confident [inaudible] umm give me a second okay.

CC08 Okay.

Confident Hello.

CC08 Yes I think I can hear you better this time.

Confident Yep.

CC08 Okay can I have your full name please

Confident Confidential

CC08 Thank you Confident for coming in fully verified, and your email is..just give me a moment now, because it doesn't show up any information here. Do you have a card number or account number with you?

Confident Yes.

CC08 Okay can you tell me that number please so I can input it into the system?

Confident Confidential

CC08 Give me a moment please, what is your date of birth?

Confident [Confid sounds distant] Confidential

CC08 I'm sorry, I'm not going that one clear, can I have that one more time?

Confident Confidential [inaudible].

CC08 Can I place you on hold just give me one minute here, I'm not getting any information at all here, ah stay on the line, I'll try to find means how I can assist you.

[On hold]

Hello?

Confident Yes.

CC08 Okay thank you so much for your time holding, okay umm, can you please provide me your complete name including middle name if you have?

Confident

Sorry?

CC08

Yeah I need your complete name please.

Confident

Confid.

CC08

Okay. Now can you tell me, umm by the way ma'am, we can log a security code here on your account so that we can easily identify when you call again, you can give me a word or number or a combination, so what do you like as your verbal password when you call again so we can easily identify you?

Confident

[inaudible] partner...*[inaudible]*.

CC08

Oh ok. We can check that one, yes yeah, but first, in order for us to easily identify you, because you know, for you convenience you wanted this easier for when you call again, you can actually nominate a password with me now, you can give me a word or a number of a combination.

Confident

Yea, that's my number you can call.

CC08

Oh what I'm trying to say Ma'am is, okay never mind, so I'll just, I'll just leave it blank here. So what is the name of the other person you want to check?

Confiden

It's my partner *[inaudible]*

CC08

You want to check if his name is on the account is that right?

Confident

Yes, he was linked on yesterday on my account but I don't know where the money went.

CC08

Hmm I see, umm how did you request it, was it over the phone or at the branch?

Confiden

Over the phone.

CC08

You wanted to add a person's name on the account, you wanted to check if that person's name is on the account?

Confide

Yes, can I check that he was linked in my account yesterday? I don't know...

CC08

Okay, when you say, when you say linked ma'am, is that also a secondary account holder?

Confiden

Yeah.

CC08

Okay because that requires, can be processed with a documentation, and the documentation should be signed in person by both of you. So I don't see any other person on the accounts here. In order to add a person...*[inaudible]* over the phone ma'am.

Confiden

[inaudible]

CC08

What do you mean by set the branch, are you requesting me to do it now, or you wanted to make an appointment at the branch?

Confiden

I want you to do now.

CC08

I don't have that ability over the phone ma'am, it's the branch that will make

the update and ah there should be documentation that both of you should sign.

Confidentia

Sign paper right?

CC08

Yes sign a paper yes, so both of you should appear at the branch and bring with you valid photo IDs right so that we can process it, it's not as easy as adding *[inaudible]*

Confident

[inaudible] can you clear my card please, it's got debit can you clear it?

CC08

What do you mean by clear? ma'am, are you cancelling a card?

Confidentia

No I'm not cancelling, I just want to clean the debit.

CC08

Clean the debit, what do you mean by that?

Confidentia

Ahh that's where the money went so it won't go in debit.

CC08

Are you telling me there's a transaction that you want to cancel?

Confidentia

Ah nah sorry.

CC08

What do you mean by that ma'am.

Confiden

It's okay you're right, sorry.

CC08

Okay, so for your request earlier, that can be processed only at the branch.

Confide

Yep I'll go *[inaudible]* in the phone banking, alright?

CC08

You're asking if you have phone banking?

Confiden

Yea

CC08

Is that correct?

Confiden

[cough]

CC08

Umm, I don't have a way to confirm it, but I can send you over to the phone banking service so that you can set it up. You have your customer registration number?

Confiden

Yes, **Con**.

CC08

Customer registration number please?

Confiden

Ah sorry, **Con**...

CC08

Hmm, and then **Confidential**, you have it?

Confiden

Yeah.

CC08

Okay, did you have a tele-code before?

Confident

No.

CC08

If not, I will provide you one here.

Confiden

Yep.

CC08 Okay you have a pen and paper?

Confiden Ah hold on ... yeah.

CC08 Okay so that will be Confide

Confiden Confid

CC08 Yes and then Con.

Confiden Yep Confid

CC08 Okay, Confidential, you have to enter that on the phone banking service so that you can set up a new tele-code, okay, so please keep your new tele-code, that will be your permanent one, secured and confidential and not to be disclosed to anyone. If you like I can transfer you now, are you ready?

Confiden Yeah

CC08 Okay one moment.