

**TRANSCRIPT OF TELEPHONE CALL BETWEEN [Confidential] AND CONTACT CENTRE OFFICER 9 (CC09), ANZ CONTACT CENTRE DATED 22 APRIL 2018**

CC09 Hi, good afternoon, this is [CC09], how can I help you.

[Confider] Yes, I want to check my balance in my card please.

CC09 Ah, yes I can certainly assist you with that. Can I just please have your first name and your last name?

[Confide] [Confidential]

CC09 Thank you so much [Confid], do you have any second name or middle name?

[Confide] [inaudible].

CC09 What's that again? Hi?

[Confide] Can you repeat again?

CC09 Ah do you have any second name or middle name?

[Confide] Ah [Conf].

CC09 Thank you, and can you also provide me with your date of birth?

[Confide] [Confidential]

CC09 Thank you so much, and, can you also provide me with your mobile number?

[Confide] [Confidential]

CC09 Thank you so much for that and do you have your phone handy right now?

[Confide] Umm I have my phone charging, I'm just calling, I'm just calling with my daughter's phone [inaudible]. I'm just bit worried about the debit that we have all the time with my debit card, I have a debit card now.

CC09 I know do you have that mobile, ah that I just read, that you just gave me.

[Confide] Yeah that's my number, but I'm calling with my daughter phone.

CC09 Yes ma'am, I understand, but is that phone handy right now?

[Confide] Yes.

CC09 Alright, I just sent you a text message, and I just need you to read the number back to me.

[Confide] [inaudible].

CC09 Hello ma'am, have you read the message?

[Confider] Yeah I'm still waiting for the message, yeah.

CC09 Alright ma'am, do you mind if place this call on hold just for 2 minutes, sorry, just one second.

[Confide] [inaudible].

CC09 Yes ma'am have you received a message?

Confide Um, no.

CC09 Okay so, ma'am it's fine if you haven't Confide I'm going to have to ask you questions first um Confide and these questions will be based on Confidential Confidential Now ma'am, in the event that I cannot verify you, I'm afraid I'm going to have to ask you to visit any ANZ branch for identification and verification okay, so, um can you tell me what's your residential address including the street and the post code?

Confide [inaudible] community, Confidential .

CC09 I'm sorry can you repeat your address?

Confide [inaudible] community Confidential .

CC09 Thank you so much for that, and Confidential ?

Confide Um ... Confidential .

CC09 So Confidential ma'am, or Confidential ?

Confide Um...

CC09 What Confidential do you know?

Confider Confid?

CC09 Yeah Confidential ?

Confide I have a umm Confidential [inaudible], one Confidential , umm, I don't read much so.

CC09 Alright ma'am, and Confidential ?

Confider Um just not long ago, yeah.

CC09 Ah I need you to give me a figure, so Confidential Confid?

Confide Um, Confidential .

CC09 Right now Confide I'm afraid ma'am I cannot help you with your concern or with the balance. For the meantime, for the security of the account, I'm going to have to ask you to visit an ANZ branch, and when you do please make sure to provide your photo ID along with you as well.

Confide Yeah, sorry, it's...

CC09 You don't have to apologise yeah.

Confide I have phone banking, but I wanted to go and check for my balance into my card and my phone banking is umm, hold on.

CC09 Ma'am, I completely understand, but I'm not going to be able to assist you right now since I was not able to verify you, so once you've been verified by the branch officers, then they can go ahead and assist with your internet banking.

Confider

Yes.

CC09

Alright so, please visit an ANZ branch tomorrow, they'll be open by 9 o'clock in the morning. Ahh, sorry for the inconvenience ah **Confid**.

Confide

I really wanted to check for my balance, but, my phone banking is not working [background noise].

CC09

Ma'am I'm so sorry, but in the meantime for the security of the account I'm not going to be able to disclose anything here.

Confider

Okay, thank you.

CC09

Have a good *[inaudible]* bye.