

TRANSCRIPT OF TELEPHONE CALL BETWEEN [Confidential] AND CONTACT CENTRE OFFICER 10 (CCO10), ANZ CONTACT CENTRE DATED 23 APRIL 2018

CCO10 Hi, thanks for holding, this is [CCO10], how can I help?

[Confide] Yes, my account number is, my reference number [REDACTED] ...

CCO10 That's fine ma'am, you don't need to give me your account number. I just need to identify you first. What is your full name please.

[Confider] Umm, [Confidential] .

CCO10 Thanks [Confide] And when I pull up your account details, I can see that we will not be able to assist you over the phone today. What I would like you to do is to go to any ANZ branch today, anywhere that's near you. Just bring two forms of photo ID with you. One with a valid photo ID, so they can identify you physically, and then whatever assistance you need from us, you can do that at the branch. And moving forward, you can always call us, okay.

But for now, I apologise, I will not be able to help you over the phone today.

[Confide] Yeah, I'm just wondering, umm. My phone banking didn't work today. So I wanted to [inaudible] balance today.

CCO10 Mmm, okay yep. Yeah we're happy to do that for you. We can check your balance. It's just that, uh, you need to go to the branch first to present yourself with your ID, and once everything is fixed, we can set up your security code and all those things that you need for phone banking. And then, once everything is fixed at the branch, you can call us anytime for phone assistance. But for now, you have to go to the branch first.

[Confide] So my phone banking is not ...

CCO10 Yeah, it won't be fixed yet, until you were identified properly at the branch. So make sure you bring two forms of ID with you, one with a valid photo ID.

Have I answered all your queries for today?

[Confider] Yes.

CCO10 Thanks for calling ANZ, bye.