

TRANSCRIPT OF TELEPHONE CALL BETWEEN Confidential AND ANZ CONTACT CENTRE OFFICER 11 (CCO11), ANZ CONTACT CENTRE DATED 1 MAY 2018

CCO11 Good afternoon you're speaking with [CCO11], how can I assist with your enquiry today?

Confide Hello [CCO11] I'm Confidential. My BSB number is 015 884.

CCO11 Sorry?

Confide [Noise in background] Um my name is Confidential. Um I'd just like to check for my banking and my card.

CCO11 You'd like to what sorry? It's a bit hard to hear you.

Confider Um um I'd just like to check for my ah savings.

CCO11 Savings? Um so could I just confirm your full please Confid?

Confide [baby cries in background] Confidential.

CCO11 Sorry?

Confide Confidential.

CCO11 Confide so I can see that, um so I can see that your security. So ah the previous time you called it looks like didn't, you weren't able to pass your security questions. So have you visited a branch since then?

Confide No no not yet yeah.

CCO11 So in order for us to actually service you over the phone you will have to visit a branch with 100 points of ID and they can assist you there with fixing up your profile and assisting you with your enquiry, okay.

Confide Okay.

CCO11 Sorry about that.

Confide Alright.

CCO11 Bye.