

TRANSCRIPT OF TELEPHONE CALL BETWEEN [Confidential] AND ANZ CONTACT CENTRE OFFICER 12 (CCO12), ANZ CONTACT CENTRE DATED 30 MAY 2018

CCO12 Hi this is [CCO12], how can I help you?

[Confiden] Hi um this is [*inaudible*] phone banking so um..

CCO12 Sorry..

[Confident] Um...

CCO12 Yeah?

[Confider] So...

CCO12 What can I help you with?

[Confiden] Um yeah, can you help me for um, phone banking please?

CCO12 Um yeah is it mobile banking or uh the recording, the telephone banking system?

[Confide] Telephone banking system.

CCO12 Telephone banking. Do you need a telecode?

[Confider] Yeah I need the telecode.

CCO12 Okay sure, let me first look up your account. May I have your name please?

[Confider] Sorry?

CCO12 Your name?

[Confider] [Confidential]

CCO12 And your verbal security code, that is a word?

[Confiden] Yep.

CCO12 Sorry?

[Confider] Yes.

CCO12 The password...

[Confider] The phone number...

CCO12 No no, I need...

[Confidenti] [*inaudible*] it's not working.

CCO12 No, no I mean your password over the phone whenever you talk to a consultant. It's a word.

[Confide] It's a word?

CCO12 Yes.

[Confide] Alright yeah.

CC012 Sorry?

Confident Sorry, I need um telephone...

CC012 Yes yes that's right. Before I can give you a telecode I need first to identify you over the phone. Now I need your verbal password. The password you are giving us whenever you talk to us over the phone. It's a word.

Confident Yeah, alright. Yeah okay.

CC012 Yeah what is that word?

Confident What for um, the phone banking that I was calling this not long ago and I put the six digit number and it didn't work. So I don't know why they didn't even let me ah you know, check my balance on phone bank banking. I just want to check my balance, please? Can you look it up for me?

CC012 Yes I can do that for you however, before I can do that I need first to identify you over the phone. Now I need your password, the password ...

Confident Confident...

CC012 is you are. Thank you and your email address is still at Confidential ?

Confident Yep.

CC012 Mobile number Confidential ?

Confident Yep.

CC012 Thank you. Give me one moment, let me do my checks then I'll give you a telecode, okay?

Confident Okay.

CC012 Yep. Right and here is your telecode. Are you ready?

Confident Hold on. Yep.

CC012 Let's try you...

Confident Hold on-

CC012 Confident

Confident Confident yep.

CC012 Confident

Confident Confident

CC012 Yes.

Confident So that's my telecode...

CC012 Telecode...

Confident Telecode...

CC012 Yes.

Confident Yeah.

CC012 And that is just temporary, you have to change it immediately. Once you are able to login okay.

Confidentia Yes, okay.

CC012 Yeah.

Confident [inaudible]

CC012 Will there be anything else?

Confident Um yeah can I check my, uh can I check, can you help me to check my payment if there's anything in there?

CC012 Your what, I'm sorry?

Confident Can you check the kitty, how much in there?

CC012 The balance on your account?

Confident Yeah.

CC012 Yeah it's a \$5.23.

Confident Its \$5.23?

CC012 Yes.

Confide Anything in my bank statement account?

CC012 On your saving there is \$0 balance.

Confident Okay thank you.

CC012 You're welcome. And thank you for your call and have a great day.

Confident Yep thank you to.

CC012 Thank you bye bye.