

**TRANSCRIPT OF TELEPHONE CALL BETWEEN Confidential AND CONTACT CENTRE
OFFICER 13 (CCO13) DATED 30 MAY 2018**

CCO13 This is [CCO13], how can I help you?

Confiden Hi. Can, can I check my payment – can I check my bank account please?

CCO13 Yes. Can I get your full name?

Confide Sorry?

CCO13 Can I get your name please?

Confide Confidential .

CCO13 Sorry?

Confide Confidential

CCO13 Thank you Confide and can you tell me your verbal security code? It is a word.

Confide Uh Conf...

CCO13 Uh uh I'm really sorry, I can barely hear you.

Confide Sorry?

CCO13 Can you please tell me your verbal security code? It is a word you have chosen.

Confide Yeah.

CCO13 What is it?

Confide Um I can't remember because um I, I lost it.

CCO13 Can you give it a try at least? It is a word that you have nominated as your verbal password.

Confider Oh sorry – Confide

CCO13 That's right. Thank you. Also I need to confirm mobile number Confidential
Confid?

Confide Yep.

CCO13 And email is Confidential ?

Confide Yep.

CCO13 Thank you. So on your account that you have an available of 23 cents.

Confide And can I check my bank?

CCO13 Sorry?

Confide Is there anything in my bank?

CCO13 Just 23 cents on your Pensioner account. The other accounts you have, they

are at zero balance.

Confiden

Umm okay. Thank you.

CCO13

No worries. Have a good night, goodbye.