

TRANSCRIPT OF TELEPHONE CALL BETWEEN [Confidential] AND ANZ CONTACT CENTRE OFFICER (CCO14), ANZ CONTACT CENTRE DATED 31 MAY 2018

CCO14 This is [CCO14], how can I help you today?

[Confider] Hi um my name is [Confidential]. I wanted to check my balance.

CCO14 Oh sure, happy to take a look at your record here. Apologise I wasn't able to get your full name?

[Confide] [Confidential].

CCO14 Sorry your err first name?

[Confider] [Confide].

CCO14 And do you have your account number?

[Confide] Ummm hold on hang on [*inaudible*]

CCO14 Your card number? Do you have it?

[Confide] Umm yeah card number. [*Noise in the background*] [Confiden].

CCO14 Hmm.

[Confider] [Confidential].

CCO14 Hmm.

[Confide] [Confident].

CCO14 Hmm.

[Confider] [Confid]ah [Con] sorry.

CCO14 [Confider]?

[Confide] Yeah.

CCO14 Thank you.

[Confide] [*speaking in another language*]

CCO14 [Confide] may I have your verbal password? It's a word.

[Confide] Umm [Confide].

CCO14 Thank you. Just pulling it up now. And looking at your ah profile here you still have [Confidential] and phone number listed as [Confidential], all the same?

[Confid] Yeah.

CCO14 Alright. Your Pensioner Advantage Account has \$0.23 in it.

[Confide] Hmm.

CCO14 Okay. Are you expecting any deposit today, to come in?

Confide Yeah there is a payment supposed to go in, in the other account. I know I have **Confid**
Confident but...

CCO14 Yep...

Confide the only account I know when you send through or check my, my balance is when I
check my balance it come up to, like the other one at the top, but um no much where
the money goes and I just want...

CCO14 Mmm

Confide To check the first account, check where money is a going.

CCO14 Yep so your right. On the card number that you have provided to me you've ah got
two accounts linked to this okay ah but both showing \$0 balance so there's no funds
on your Progress Saver and your Access Account. The only account here that has
balance or funds is your Pensioner Advantage, that has \$0.23 in it. So...

Confide *[noise in background]*

CCO14 Basically we ah don't have any ah deposits on your account, recently. On your
Pensioner Advantage we only receive your pension on the 28th for \$391.10. From
Centrelink.

Confide Mmm.

CCO14 On the 28th.

Confide On the 28th.

CCO14 Hmm

Confide Um um if a payment supposed to go in into my account for my daughter about five,
\$530 something dollars and the Centrelink been telling me that the money went into
my account yesterday?

CCO14 If...

Confide *[inaudible]*

CCO14 If they are saying it was transferred to your account yesterday we haven't received
anything, you may allow time within this day to show that in the system, okay. You
can always give us a ring if you don't have any other means to check the balance on
your account. Your can always free call us okay.

Confide Yeah, yeah okay. I'll just check with the Centrelink mob and I might call back in like 5
or 10 minutes?

CCO14 Sure.

Confide Okay .

CCO14 It's just that we haven't received anything as of right now cos even if its uncleared
funds, you'll be able or we'll be able to confirm that but right now no payment
received from Centrelink, okay.

Confide Yeah okay. Thank you.

CCO14 You're welcome, **Confide** Thank you for calling as well, bye bye.

Confide Yeah bye.