

TRANSCRIPT OF TELEPHONE CALL BETWEEN Confidential AND CONTACT CENTRE OFFICER 17 (CC017), ANZ CONTACT CENTRE DATED 14 JUNE 2018

CC017 Hi, this is [CC017], how can I help?

Confiden [muffled] Hi can I check my balance please?

CC017 I'm sorry?

Confide Can I check my balance?

CC017 Oh sure no problem. Can you tell me your account number or card number?

Confiden Confiden

CC017 Hmm hmm.

Confide Confide

CC017 Hmm hmm.

Confid Confide

CC017 Confide yep?

Confide Yep.

CC017 Confidential correct?

Confide Yep. Yes.

CC017 Thanks. Is this an account number or customer registration number?

Confide Customer registration number.

CC017 Ok no problem. Can you tell me your full name?

Confide Confidential

CC017 Thank you Confide How about the verbal security code, it's a word?

Confiden No [inaudible] security code. It's a word?

CC017 I'm sorry, can you repeat?

Confiden What's that?

CC017 The verbal security code, it's a word.

Confiden [inaudible]

CC017 That's incorrect. Would you like another try?

Confiden Yes.

CC017 I'm sorry?

Confidential

Yes. Please.

CC017

I'm sorry, can you repeat that for me, um **Confide**? Can you tell me, um, your verbal security code, it's a word. The verbal password that you set up with the bank when you opened the account.

Confidential

Um so it's um.. **████████**

CC017

Ok that's incorrect **Confide** it's a word actually. But um anyway I will be identifying you by different way. Can you tell me your date of birth?

Confidential

Confidential

CC017

Thank you. I will be asking you some series of questions. In the event that you are not able to answer the questions correctly, then you will need to proceed to go to the branch so that they can identify you and we so that we can assist you over the phone, ok?

Confident

Yep.

CC017

Hang on. So can you tell me what is **Confidential**, the one that you registered with the bank?

Confident

ANZ.

CC017

I'm sorry?

Confidential

ANZ.

CC017

Ok, you need to provide me **Confidential**
Confidential.

Confident

I'm sorry what's that?

CC017

Confidential **Confide** **Confidential** ?

Confident

[inaudible]

CC017

I'm sorry?

Confident

That's the address where we living.

CC017

Confide not **Confidential** **Confidential** **Confidential**

Confident

Coah **Confiden**.

CC017

ConfideIngrid, **Confid**.

Confident

Sorry I don't really get what you are saying.

CC017

Let me spell it. Its **Confidential**, **Confidential**, **Confidential**, **Confidential**, **Confidential**
Confide

Confide

I'd just like to know it's what ah...

CC017

Yea I understand but before we can provide you the ah the available balance you need to verify your details first. So can you tell me...

Confidenti [inaudible] I haven't got the detail anyway.

CCO17 I'm sorry?

Confidenti I haven't got one.

CCO17 Ok, just a reminder **Confide** if in case you are not able to answer the questions correctly, you will need to go to the branch so that you can verify your details. Ok?

Confiden Yea.

CCO17 So can you tell me [redacted] ? **Confidential**
Confidential ?

Confidenti Credit card, debit card...

CCO17 **Confidenti**, not the cards **Confid**, **Confidential** ?
You need to provide me all.

Confiden [silence]