

**TRANSCRIPT OF TELEPHONE CALL BETWEEN Confidential AND CONTACT CENTRE OFFICER 18 (CCO18), ANZ CONTACT CENTRE DATED 14 JUNE 2018**

CCO18 Hi you're speaking with [CCO18] how can I help you today?

Confider Hi, my name is Confide Um *[inaudible]* Online service.

CCO18 Sorry I didn't quite hear that. Could you repeat that please?

Confider Can I check my balance please?

CCO18 Yea I can definitely help with that. Could I just have your full name?

Confide Confidential .

CCO18 And I just need your verbal security code, that's a word.

Confide *[mumbles]*

CCO18 Are you there Confid? *[pause]* Hello Confid? *[pause]* Hi...*[call cuts off]*