

TRANSCRIPT OF TELEPHONE CALL BETWEEN [Confidential], CONTACT CENTRE OFFICER 19 (CCO19) AND CONTACT CENTRE OFFICER 20 (CCO20), ANZ CONTACT CENTRE DATED 17 JUNE 2018

CCO19 Hi this is [CCO19] how can I help?

[Confide] Hi [CCO19] um my account number is...um my name is [Confidential].

CCO19 Ah hmm.

[Confide] And I just wanted to check my balance.

CCO19 Sure what's your account or card number?

[Confide] Ah [Confide]

CCO19 Ah hmm.

[Confide] [Confidential]

CCO19 May I have your full name?

[Confide] [Confidential].

CCO19 Ok I am just gonna pull up your account. And just to confirm what's your date of birth?

[Confide] [Confidential]

CCO19 Thank you. Just one second. Oh sorry to tell you because ah here on your account you're being referred to a branch, to an ANZ branch before we can assist you on the phone because you failed to answer your security questions.

[Confiden] Yea.

CCO19 I won't be able to tell you or pull up any information about your balance. You have to be ah to be, to be at the branch to present two forms of ID first before you can access your account on the phone.

[Confide] Yea I..

CCO19 And know the balance, ok.

[Confiden] Ok.

CCO19 Alright so do you know your nearest ANZ branch where you can go to?

[Confide] Pardon?

CCO19 Do you know your nearest ANZ branch where you can go to?

[Confide] No. [Noise in background]. Branch. ANZ?

CCO19 ANZ Yea ANZ branch. Do you know where to go?

[Confide] Yea.

CCO19 Ok just present two forms of ID there, ok?

Confide Yea.

CCO19 So that you can access your account on the phone. Sorry about that. Thanks for your call. Bye bye.

[Call is transferred to CCO20]

CCO20 Hi thanks for waiting this is [CCO20], how can I help you?

Confide Hello [CCO19] I was just talking with the other customer and she just hung up, um. I'm just asking her that I just want to check my balance that's all.

CCO20 Oh sure no worries, can I just have your security code? Ah k k I'm sorry, can I please have your full name?

Confider **Confidential**

CCO20 Thank you, ahhh sorry **Confide** it seems like we won't really be able to assist you right now over the phone cos the thing is ah there's a note here that you still need to complete your identification at a branch by bringing two valid IDs and one of them should be photo'ed.

Confide Yeah, I just wanted to check my balance that's all.

CCO20 Ah yes but so we won't really be able to check that here as well. Not unless you will complete your identification at a branch and bring a valid photo ID.

Confide Yeah yeah yeah.

CCO20 Yep so ah um any branch will do. We'll just go ahead and wait for you to drop to the branch okay?

Confide So you want me to go in a branch in ANZ?

CCO20 That is correct.

Confide And I can't check my balance to the phone?

CCO20 No.

Confide I'm having a bit problem that my phone banking is...bit block.

CCO20 Mmm...

Confide Check my saving and my balance.

CCO20 Yeah, well in that case it's really best if you go to the branch umm yep **Confide** so that you can properly refresh your identification.

Confide Yeah.

CCO20 Mmm.

Confide Okay then, thank you.

CCO20 You're most welcome, you have a good day still. See ya.

