

Topic 3 Money and Banking

Listening 1 Script

Welcome to Oz Bank. Please select from the following options. For phone banking press 1, for anything else press 2

Service Assistant: Good afternoon this is Mary speaking. Before we go ahead I have a few security questions I need you to answer.

Client: Oh! Ok

SA: Can you please state your full name and address, please?

Client: My name is Sandra Elizabeth James

SA: And what is your mother's maiden name, please?

Client: It's Corelli

SA: And what is your account password?

Client: My account password? Oh dear. Ummm. I'm not sure. Let me think. Ummm ...oh! Is it "Bluegum27"?

SA: Yes. That's it. So Sandra, how can I help you?

Client: Well. I got this month's Visa Card statement in the post and when I read it I found lots of things I did not buy! I'm so upset. I don't know what to do.

SA: So you mean there were purchases on your card you did not make yourself?

Client: Yes. Yes. That's it.

SA: Give me a moment. I need to bring up your account on screen. Now, let's see... Do you have your statement there?

Client: Yes

SA: Which transactions?

Client: All of those PAGODA ones. What's a Pagoda? I don't even know what a Pagoda is? It's a type of dog, isn't it?

SA: (Giggle) No, no. It isn't a dog. Pagoda is a hotel booking site. Are you sure you didn't book any hotels? Are you going on holidays perhaps? Maybe you forgot?

Client: No, no, not at all! I only used my credit card to buy a new letter box for \$64.33.

SA: Ok. Yes. I can see that. Sandra, don't worry, this happens all the time. It's good you checked your statement and rang so soon. What we will do now is lodge a dispute claim with the merchant.

Client: What does that mean?

SA: That means we will investigate. Have you cancelled your card?

Client: Yes. I did that before I rang you.

SA: Good. You should hear from us within 14 days by mail. Now, don't worry. All unauthorised transactions on your card are covered by us.

Client: Oh, thanks so much. I feel much better now.

SA: So is that all I can help you with today?

Client: Yes. Thanks so much

SA: My pleasure Sandra. Have a nice evening ...and don't worry.

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Listening 2 Script

The Lost Wallet

Bank assistant: Good afternoon, Commonwealth Bank Williamstown branch, Janet speaking. How can I help you?

Mohammed: Hello! This is Mohammed speaking. I would like to report a stolen credit card.

Bank assistant: Okay, I will need to get some details. Can you give me your name and credit card number?

Mohammed: My name is Mohammed Ajec. My card number is 0154 6392 5722 0813

Bank assistant: Can you tell me how it happened?

Mohammed: I was on Newport Station and it was very crowded. Someone brushed past me. When I looked in my bag I saw my wallet was gone.

Bank assistant: That's terrible. Don't worry. We will cancel your card and send you a new one. What is your address?

Mohammed: It is 27 Rose Street, Newport

Bank assistant: Okay. You should receive your new card in a couple of days. Just ring if you need more help or if your card doesn't arrive.

Mohammed: Thank you. Goodbye!