

TASK 1

Hello John,

Thank you for getting in touch with us.I'm Sorry to hear you're having troubles sending money to your friend in Australia.I sincerely apologize for any inconvenience caused.I'm here to assist you and ensure this issue is resolved.

Here are few steps to help you successfully complete the transfer:

1. Log on to your Wise account on the web site or the App, then Click on send.
2. Select where you want to pay from- you have the option to pay another account or the available balance on your wise account.
3. Enter the Amount and choose the currency- once the amount is entered, we will display the exact amount the receiver will get.
4. Add the account details of the receiver - you can do this by searching for the receiver using email, phone number, wise tag, or you can do it manually by clicking on enter bank details and choosing from the options.
5. Review every detail provided to ensure it is correct - double check to ensure the information is correct.
6. Select how you want to pay for the transfer- you can choose to pay for the transfer from another account or using the available balance in your wise account and even a debit or a credit card.There are options to choose from.

We'll send confirmation once the transfer is received via email or on the app.

You can learn more on how to send money with Wise [Here](#). Guide on AUD transfer [Here](#).

Hope this helps,if you have further questions or concerns , please don't hesitate to contact us.

Best regards,
Amarachi.

<https://wise.com/help/articles/2977959/how-do-i-send-money-with-wise?origin=topic-5bVKT0uQdBrDp6T62keyfz>.

<https://wise.com/help/articles/2932154/guide-to-aud-transfers>.

TASK 2

I would actively listen to the customer without interrupting the customer to help get a better understanding about the customer's issue. However if I still do not understand the customer, I will respectfully and politely ask the customer to repeat what they have said or request the customer to speak more slowly so I can understand the customer's issue better and provide the best solution to their issues. When the customer is done, I will repeat what they have said to be sure i understood them correctly, and if the customer confirm am correct, I'll go ahead and advise them accordingly. However, if there are still some communication gaps, I can request for an alternative means of communication like email or chat, or get the customer permission to place them on hold while seeking help from a colleague who can understand them better. After resolving the customer issue I will thank the customer for their time, patience and apologies for any inconveniences that may have occurred.

TASK 3

I'll show much empathy, knowing that as a victim of fraud, the customer might be in a vulnerable state. I will ensure I gather enough information from the customer about the incident. Based on the information provided by the customer, I will report the issue to the department incharge of fraud for further investigation.

I will also advise the customer to report this issue to the police and assure her we will provide the police with information that can help her case. Since it's not guaranteed that the customer will get the money back, in order to prevent a similar incident in future i will include some helpful guide from the wise help center to the email.

Hello,

Thank you for getting in touch. Sorry to hear that you've been scammed, Kindly provide us with more detailed information about this transaction. We might be able to stop the transaction before it goes through but if the money has gone through, It is quite unfortunate we can't guarantee a refund.

However, we will advise you to report this to the police and be assured we will provide the police with information to help your case.

To prevent this from happening again here are guides to help you:

<https://wise.com/help/articles/2978048/i-may-be-the-victim-of-fraud-or-a-scam>.

<https://wise.com/gb/blog/avoid-falling-victim-to-scam>.

<https://wise.com/help/articles/2935783/i-need-to-report-a-fraudulent-payment?id=2935783&slug=i-need-to-report-fraud>.

<https://www.europol.europa.eu/report-a-crime/report-cybercrime-online>.

If you have further questions or concerns , Please don't hesitate to contact us.

Kind Regards,

Amarachi