

TD - Master Copy Deck (MCD)

MBNA: Chatbot Scripting - FAQs - Batch 1 - 44 Questions/Answers

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Version 0.03a (clean)

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Revision History

Date	Version	Name	Description of Changes
1/18/2019	0.01	Lynne Valeriotte	Create first draft of MCD.
2/5/2019	0.02	Lynne Valeriotte	First round of revisions based on Workshop Content Review meeting.
2/6/2019	0.03/0.03a identical except for highlights in 0.03	Lynne Valeriotte	Revisions based on feedback from Content Review Meeting.

FAQ 1.0 Account Maintenance - 16 FAQs

ID#	Question/Utterance	English Answer	French Answer	Comments
FAQ 1.1	How do I activate my credit card online? 26 words 139 characters	How do I activate my credit card online? Go to the My Accounts or Account Services tabs and select the "Activate your credit card now" link.		
FAQ 1.2	How do I change my personal information such as my phone number or address? 45 words 268 characters	How do I change my personal information such as my phone number or address? Here's how you update your personal info: 1. First, select the My Profile tab. 2. Under "My settings", select the "Update my personal information" link to change your personal information there.		
FAQ 1.3	How can I order my MBNA account statements?	How can I order my MBNA account statements? You can view and download your account statements right here on the MBNA site: 1. Go to the Statements tab where you can view and/or download your account statements in the PDF format. 2. You'll need Adobe® Reader or another PDF reader app to view your statements. You can also call 1-888-876-6262 to request a printed copy of your account statement, however there may be a fee for your request.		

	<p>97 words 527 characters</p>	<p>Our Customer Service agents are available 24 hours a day, 7 days a week.</p>		
<p>FAQ 1.4</p>	<p>How do I add authorized users to my MBNA account?</p> <p>77 words 409 characters</p>	<p>How do I add an authorized user online?</p> <ol style="list-style-type: none"> 1. First, select the account to which you'd like to add an authorized user. This will take you to the Snapshot page for that account. 2. Select the Account Services tab. Under "My Profile", select the "Add an authorized user to your account" link. 3. There, you can fill out the form to add an authorized user. <p>You can add up to nine authorized users to your MBNA account.</p>		<p>NOTE: This FAQ is <u>repeated below in FAQ 1.14</u>. The Bot has been trained on two different utterances for this answer:</p> <ol style="list-style-type: none"> 1. "How do I add authorized users to my MBNA account?" 2. "How do I add an authorized user online?"
<p>FAQ 1.5</p>	<p>How do I increase my MBNA credit card credit limit?</p>	<p>How do I increase my MBNA credit card credit limit?</p> <p>Here's how to apply for a credit limit increase:</p> <ol style="list-style-type: none"> 1. Select the account to which you'd like to apply for a credit limit increase. This will take you to the Snapshot page for that account. 2. Select the Account Services tab. Under "Services for this account", select the "Request a credit limit increase" link. 3. There, you can apply for a credit limit increase. <p>Your eligibility for a credit limit increase depends on:</p>		

	<p>120 words 688 characters</p>	<ul style="list-style-type: none"> Your MBNA credit card account being in good standing at the time of the request Your financial status not having changed since the date we initially determined that your account was eligible for a credit limit increase 		
FAQ 1.6	<p>How do I decrease my limit on my MBNA credit card?</p> <p>73 words 403 characters</p>	<p>How do I decrease my limit on my MBNA credit card?</p> <ol style="list-style-type: none"> First, select the account to which you'd like to request a credit limit decrease. This will take you to the Snapshot page for that account. From there, select the Account Services tab. Then, under "Services for this account", select the "Request a credit limit decrease" link. There, you can fill out the form to request a credit limit decrease. 		
FAQ 1.7	<p>Why was my credit limit decreased on my MBNA credit card?</p> <p>62 words 410 characters</p>	<p>Why was my credit limit decreased on my MBNA credit card?</p> <p>Occasionally, we review the total amount of credit available to our cardholders. In recently reviewing your account and credit report(s), we may have determined that a credit limit decrease is warranted.</p> <p>To request a copy of your credit report(s), please contact the credit reporting agencies we use:</p> <ul style="list-style-type: none"> TransUnion: 1-800-663-9980 Equifax: 1-800-465-7166 		

FAQ 1.8	<p>How do I notify MBNA of a Power of Attorney?</p> <p>81 words 444 characters</p>	<p>How do I notify MBNA of a Power of Attorney?</p> <p>You, or the person you have appointed as your valid Power of Attorney for finances or property, should send a copy of your power of attorney document(s) to us:</p> <ul style="list-style-type: none"> • By fax at: 1-877-839-6262 • By mail at: MBNA, PO Box 9614, Ottawa, ON K1G 6E6 <p>Important: your Power of Attorney must download, print, sign and date the following Power of Attorney Privacy Agreement and return it to us at the address above.</p>		
FAQ 1.9	<p>Will I receive 'junk' mail if I provide my email address?</p> <p>60 words 312 characters</p>	<p>Will I receive junk mail from other companies if I provide MBNA with my email address?</p> <p>We understand your concern and the good news is that we do not pass your information onto third parties.</p> <p>When you agree that we will contact you by email, phone or by mail, this means you'll only hear from MBNA and no one else.</p>		<p>Note: I revised this question to make it more specific and aligned with the answer. It will not affect how the Bot has been trained.</p>
FAQ 1.10	<p>How can I opt-out of marketing emails?</p> <p>35 words 190 characters</p>	<p>How can I opt-out of marketing emails?</p> <p>You can visit our Opt-out of MBNA Commercial Electronic Messages page to fill out a form and select the types of messages you no longer wish to receive.</p>		

FAQ 1.11	<p>Do I need to notify you in advance if I am travelling?</p> <p>95 words 542 characters</p>	<p>Do I need to notify you in advance if I am travelling?</p> <p>Great news! You no longer need to tell us that you're going away, if you plan on using your card while travelling. Our fraud detection systems can now better detect suspicious and potentially fraudulent transactions, whether you're away from home or not.</p> <p>Of course, you can still reach us 24 hours a day and 7 days a week should you have any questions or concerns about your MBNA Credit card. Simply call us:</p> <p>In North America: 1-888-876-6262</p> <p>Outside North America: 613-907-3505 (call collect)</p>	<p>** French Numbers are 1-888-870-3675 collect at 613-907-3506</p>	
FAQ 1.12	<p>How do I access my account balance?</p> <p>55 words 295 characters</p>	<p>How do I access my account balance?</p> <p>Here's how to view your balance and transactions:</p> <ol style="list-style-type: none"> 1. Go to the My Accounts page by selecting the credit card account (either via the link or the image). The balance will be displayed there. 2. You can also view your balance on the Snapshot page for that account. 		
FAQ 1.13	<p>What are the interest rates on my account?</p>	<p>What are the interest rates on my account?</p> <p>To view the current interest rate:</p>		

	53 words 310 characters	<ol style="list-style-type: none"> 1. From your My Accounts page, select the account. 2. Go to the Statements tab. 3. From there, select your most recent monthly official account statement. The interest information is located on the third page of your account statement. 		
FAQ 1.14	How do I add an authorized user online? 77 words 409 characters	<p>How do I add an authorized user online?</p> <ol style="list-style-type: none"> 1. First, select the account to which you'd like to add an authorized user. This will take you to the Snapshot page for that account. 2. Select the Account Services tab. Under "My Profile", select the "Add an authorized user to your account" link. 3. There, you can fill out the form to add an authorized user. <p>You can add up to nine authorized users to your MBNA account.</p>		<p>NOTE: This FAQ is <u>repeated above in FAQ 1.4</u>. The Bot has been trained on two different utterances for this answer:</p> <ol style="list-style-type: none"> 1. "How do I add authorized users to my MBNA account?" 2. "How do I add an authorized user online?"
FAQ 1.15	How do I remove an authorized user? 33 words 184 characters	<p>How do I remove an authorized user?</p> <p>To remove an authorized user, please contact a Customer Service agent by calling 1-888-876-6262, they are available 24 hours a day and 7 days a week.</p>		
FAQ 1.16	What privileges does an authorized user have?	<p>What privileges do authorized users have?</p> <p>Authorized users have full charging privileges on the credit card, but they are not financially responsible for the</p>		<p>Note: I revised this question to make it more specific and aligned with the answer. It will not affect how the Bot has been trained.</p>

	<p>50 words 315 characters</p>	<p>repayment of amounts owing on the account.</p> <p>They can also manage their own account login information (i.e. login name and password) and manage their PIN online.</p>		
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FAQ 2.0 Apple Pay - 12 FAQs

ID	Question/Utterance	English Answer	French Answer	Comments
FAQ 2.1	<p>Can I see my recent MBNA credit card transactions using Apple Pay Wallet?</p> <p>67 words 386 characters</p>	<p>Can I see my recent MBNA credit card transactions using Apple Pay Wallet?</p> <p>Yes. You can see the last ten transactions for each credit card by tapping the desired credit card in your Apple Pay Wallet and then tapping the information icon - a circle with 3 dots.</p> <p>Please also note that the Apple Pay transactions notification is not currently available for transactions done via Apple Watch.</p>		
FAQ 2.2	<p>How do I make my MBNA credit card my default card in Apple Pay?</p>	<p>How do I make my MBNA credit card my default card in Apple Pay?</p> <p>Here's how to set that up:</p> <ol style="list-style-type: none"> 1. Tap the Settings icon in your compatible Apple device. Scroll down to "Wallet & Apple Pay" and tap to select. 2. Then tap "Default Card." Tap the MBNA credit card you'd like to use as your default card. 		

		<p>you add one or more eligible MBNA credit cards to Apple Pay.</p> <p>Visit our Apple Pay page for steps on getting started. Or visit our Apple Pay FAQ page for more information.</p>		WITH FULL DETAILS.
FAQ 2.5	<p>How do I turn Apple Pay transaction notifications on and off?</p> <p>59 words 285 characters</p>	<p>How do I turn Apple Pay transaction notifications on and off?</p> <p>Here's how to turn notifications on or off:</p> <p>For iPhone/iPad: Go to Settings > Wallet & Apple Pay, and then select your card. Finally choose Card Notifications. You can also tap the information icon — a circle with 3 dots — in the bottom-right corner of the Card image in the Wallet app to get to the Settings menu.</p> <p>For Apple Watch: Select Apple Watch app on your eligible device, go to General Settings > Notifications and then unselect Wallet & Apple Pay.</p> <p>Please note that by turning off your Card Notifications, you will no longer receive transaction notifications or other messages from MBNA. Your transaction history will no longer display in your Wallet.</p> <p>117 words 677 characters</p>		

FAQ 2.6	<p>How do I update my MBNA credit card in Apple Pay if it's expiring?</p> <p>78 words 397 characters</p>	<p>How do I update my MBNA credit card in Apple Pay if it's expiring?</p> <p>The good news is that most MBNA credit cards will update automatically in Apple Pay. You should see the last four digits of your new card in your wallet within 48 hours of receiving your new card.</p> <p>If your old card is still appearing after 48 hours, you can remove it from the wallet and then add your new credit card to the wallet.</p>		
FAQ 2.7	<p>How do I use Apple Pay to make a Purchase with my MBNA credit card?</p> <p>102 words 536 characters</p>	<p>How do I use Apple Pay to make a purchase with my MBNA credit card?</p> <p>You can make purchases in two ways:</p> <p>In-Store: You can use Apple Pay to make a purchase in any store that accepts contactless payments. Just hold your Apple Pay device near the reader at the checkout, to pay. Note that certain transactions may not be completed outside of Canada.</p> <p>In-app and online: With a compatible Apple device and your MBNA credit card, you can use Apple Pay to pay in apps when you see the "Buy with Apple Pay" or "Apple Pay" button as a payment option.</p>		

<p>FAQ 2.8</p>	<p>Is there a limit on how many cards I can add to my Apple Wallet?</p> <p>74 words 346 characters</p>	<p>Is there a limit on how many cards I can add to my Apple Wallet?</p> <p>Yes, there is a limit to how many cards you can add to your Apple Wallet, depending on your device.</p> <p>On Apple Watch Series 3 and later, iPhone 8, and iPhone 8 Plus and later, you can add up to 12 cards on a device. On earlier models, you can have up to eight unique cards on a device.</p>		
<p>FAQ 2.9</p>	<p>What is the MBNA credit card transaction limit when using Apple Pay?</p> <p>94 words 560 characters</p>	<p>What is the MBNA credit card transaction limit when using Apple Pay?</p> <p>The MBNA credit card transaction limit differs depending on how/where you are paying:</p> <ul style="list-style-type: none"> • For in-store purchases, the transaction limit is \$100 for debit and credit purchases • In-app and online transaction spend limits are set by the merchant and by your available credit on the MBNA credit card at the time of purchase <p>To see your available credit, go to your My Accounts page or Snapshot page, select the credit card account – either the image or the link – and your available credit will be displayed there.</p>		

FAQ 2.10	<p>What should I do if my Apple device is lost or stolen?</p> <p>58 words 328 characters</p>	<p>What should I do if my Apple device is lost or stolen?</p> <p>You can call a Customer Service agent at 1-888-876-6262. They will remove your MBNA credit card from your device.</p> <p>If your card is lost, stolen, or misplaced, contact us immediately at 1-888-876-6262. Customer service specialists are standing by 24 hours a day, 7 days a week.</p>		
FAQ 2.11	<p>Which MBNA credit cards are eligible to use with Apple Pay?</p> <p>62 words 356 characters</p>	<p>Which MBNA credit cards are eligible to use with Apple Pay?</p> <p>All MBNA credit cards are eligible to use with Apple Pay, except for the NFL® MBNA Rewards Visa* credit card.</p> <p>If you're having problems with an MBNA credit card that is not listed in the exceptions above, please call a Customer Service agent at 1-844-308-5455 to speak with one of our representatives.</p>		
FAQ 2.12	<p>Will an iOS software update delete my MBNA cards from Apple Pay?</p> <p>24 words 129 characters</p>	<p>Will an iOS software update delete my MBNA cards from Apple Pay?</p> <p>No, iOS software updates will not affect your cards in Apple Pay.</p>		

FAQ 3.0 Application - General - 13 FAQs

ID	Question/Utterance	English Answer	French Answer	Comments
FAQ 3.1	How do I find the right MBNA credit card? 85 words 464 characters	<p>How do I find the right MBNA credit card?</p> <p>We can help you with that. Just visit our Browse all Credit Card Categories page, where you can view and compare our cards.</p> <p>You can browse by credit card type: low interest, no annual fee, cash back, rewards, travel, and retail. See a card you like? Select it for more details and find out how to apply.</p> <p>Or, if you're interested in specialty credit cards, you can choose from our sports, alumni, or personal interest cards.</p>		
FAQ 3.2	How do I apply for an MBNA credit card online? 54 words 285 characters	<p>How do I apply for an MBNA credit card online?</p> <p>Once you've found the MBNA credit card that's right for you, just click on the "Apply Now" button near the selected card. It will take you to a secure online application page where you can quickly and easily apply for your new credit card.</p>		
FAQ 3.3	How do I apply for an MBNA credit card over the phone?	<p>How do I apply for an MBNA credit card over the phone?</p> <p>To apply by phone, please call 1-877-428-6060 so our Customer Service agents can help you find the credit card that's right for you. They will be able to</p>		<p>NOTE: This FAQ is repeated below in FAQ 3.8. The Bot has been trained on two different utterances for this answer:</p> <ol style="list-style-type: none"> "How do I apply for an MBNA credit card over the

	<p>assist you with your application over the phone. You can reach us during these hours:</p> <p>Monday to Friday: 9am to 9pm ET Saturday: 10am to 6pm ET</p> <p>Here's a selection of our most popular cards if you would like to review them prior to calling us.</p> <p>86 words 447 characters</p>		<p>phone?"</p> <p>2. "Can I apply over the phone?"</p>
FAQ 3.4	<p>How do I know that my application for an MBNA credit card was successfully submitted?</p>	<p>How do I know that my application for an MBNA credit card was successfully submitted?</p> <p>Receipt of your application form will be acknowledged by a thank you message, which will appear automatically in your inbox, just a few moments after you submit the application.</p> <p>If you do not receive a thank you message, try the following:</p> <ol style="list-style-type: none"> 1. Click "refresh" on your browser window. 2. Select "yes" if you are asked to "Repeat application form Data". 3. Submit the application form again, checking to see if all the relevant data has been completed. <p>If you still don't receive confirmation, simply call us at 1-877-428-6060. We'll ask you for a reference priority code that's listed in the application security bar and we'll be happy to complete your application over the telephone.</p>	

	<p>148 words 855 characters</p>	<p>You can reach us during these hours:</p> <p>Monday to Friday: 9am to 9pm ET Saturday: 10am to 6pm ET</p>		
FAQ 3.5	<p>How long will it take for my card to arrive?</p> <p>33 words 185 characters</p>	<p>How long will it take for my MBNA credit card to arrive?</p> <p>You can expect to receive your card approximately 7-10 business days from the date that your credit card application is approved.</p>		
FAQ 3.6	<p>How long will it take to complete this application?</p> <p>31 words 175 characters</p>	<p>How long will it take to complete an MBNA credit card application?</p> <p>It will take around 5-10 minutes to complete the MBNA card application online. It's quick and easy to apply.</p>		
FAQ 3.7	<p>Do you offer business credit cards?</p> <p>32 words 179 characters</p>	<p>Do you offer business credit cards?</p> <p>Unfortunately, we do not offer business credit cards. But you can apply for any MBNA card that fits your needs and use it for business purposes.</p>		
FAQ 3.8	<p>Can I apply over the phone?</p>	<p>How do I apply for an MBNA credit card over the phone?</p> <p>To apply by phone, please call 1-877-428-6060 so our Customer Service agents can help you find the credit card that's right for you. They will be able to assist you with your application over the phone. You can reach us during these hours:</p>		<p>NOTE: This FAQ is repeated above in FAQ 3.3. The Bot has been trained on two different utterances for this answer:</p> <ol style="list-style-type: none"> 1. "How do I apply for an MBNA credit card over the phone?" 2. "Can I apply over the phone?"

	<p>86 words 447 characters</p>	<p>Monday to Friday: 9am to 9pm ET Saturday: 10am to 6pm ET</p> <p>Here's a selection of our most popular cards if you would like to review them prior to calling us.</p>		
FAQ 3.9	<p>I am not able to submit the application?</p> <p>50 words 266 characters</p>	<p>I am not able to submit the application. Can you help me?</p> <p>Of course! We'd be happy to assist you with your application. Please call a Customer Service agent at 1-877-428-6060.</p> <p>You can reach us during these hours:</p> <p>Monday to Friday: 9am to 9pm ET Saturday: 10am to 6pm ET</p>		
FAQ 3.10	<p>Who can apply for an MBNA credit card?</p> <p>37 words 190 characters</p>	<p>Who can apply for an MBNA credit card?</p> <p>To apply for an MBNA account, you must have reached the age of majority in the province or territory where you live and you must be a Canadian resident.</p>		
FAQ 3.11	<p>What are the features and benefits of MBNA credit cards?</p>	<p>What are the features and benefits of MBNA credit cards?</p> <p>MBNA credit cards have been built to suit your life. Whether you like to travel, shop, or earn cash back, MBNA has a credit card for you.</p> <p>We also have specialty credit cards to</p>		

	<p>67 words 368 characters</p>	<p>support your alma mater, your favourite team, or participating brands. You can view and compare our cards on our Browse all Credit Card Categories page.</p>		
<p>FAQ 3.12</p>	<p>What types of MBNA credit cards do you offer?</p> <p>58 words 319 characters</p>	<p>What types of MBNA credit cards do you offer?</p> <p>MBNA offers a wide variety of credit cards to suit your life. We have cash back credit cards, low interest credit cards, no annual fee credit cards, travel rewards credit cards, and other rewards credit cards.</p> <p>You can view and compare our cards on our Browse all Credit Card Categories page.</p>		
<p>FAQ 3.13</p>	<p>When will terms and conditions arrive?</p> <p>72 words 407 characters</p>	<p>When will the terms and conditions for my MBNA credit card application arrive?</p> <p>If approved, an Account Agreement outlining all the terms and conditions that apply to the account will be mailed to you. Expect to receive it in approximately 7-10 business days from the date the account is created.</p> <p>If you are filling out an application, you can view the Terms and Conditions box at the top right of your screen.</p>		

FAQ 4.0 Application - Issues - 2 FAQs

ID	Question/Utterance	English FAQ	French Answer	Comments
FAQ 4.1	Looks like it's the problem with my annual Income? 36 words 200 characters	I'm having problems entering my annual income in the online application form. Why? We advise that you not type in any special characters (\$, - , !, /, ?, comma or spaces) while entering dollar amounts.		Note: I revised the original question to make it clear. We will need to retrain the Bot with this utterance.
FAQ 4.2	Problem with the online application? 73 words 426 characters	I'm having problems opening the online application. Why? Sorry about that. It appears that our website is having some technical difficulties. You can chat with one of our MBNA banking specialists now or call one of our Customer Service Specialists at 1-877-428-6060. Either would be more than happy to assist you with your application. You can reach us during these hours: Monday to Friday: 9am to 9pm ET Saturday: 10am to 6pm ET		Note: I revised the original question to make it clear. We will need to retrain the Bot with this utterance.

FAQ 5.0 Application - Status - 1 FAQ

ID	Question/Utterance	English Answer	French Answer	Comments
FAQ 5.1	How long does it take to know the status of my application? 49 words 290 characters	How long does it take to know the status of my MBNA credit card application? We'll notify you of our credit decision by mail generally within 30 days from the date that we receive your completed application. MBNA Credit Specialists take time to personally review every application we receive.		

Project Information

Project Name	MBNA Chat Bot - FAQs - Scripting - Batch 1 - MCD
Content Document Location	URL to Content Document folder on Project site
Wireframe Version	X.X (MM-DD-YYYY)
Wireframe Location	URL to Wireframe folder on Project site

Colour Legend

Hyperlink	Want to know more? Check out the FAQ!
Dynamic	Your new <chequing/savings/credit card> account will be ready on <date> at <time>!
Notes	// Notes: The following text is only shown in one scenario
New	This is an example of new text