

Agent: It's a good day today at Bank of Wealth, my name is Heather, how can I help you?

Customer: I would like to know my remaining money in my account.

Agent: I'd be glad to help you May I please get your Bank Account number and the Name on the Account?

Customer: Sure, its Tracy Q. Randall, account number 805-7845-3895-061

Agent: Thank you, let me just check on it. Ok, can you please, verify the last four numbers of your social security ID?

Customer: It is ****.

Agent: You still have 84 thousand and 65 cents. Is there anything else that I could assist you with?

Customer: Yes, If I transfer it to my bank account in Lloyds of London, how long will it take?

Agent: If we do the transaction over the phone or online, our team will still contact you for verification prior sending your money to a different bank. The whole process usually just takes 2-3days.

Customer: Oh, I see, never mind, I'll just do it after the holidays. Thanks for your help. Heather!

Agent: You are very welcome, Ms. Randall! You have a great day and Thank you for calling Bank of Wealth. Good Bye!