# Audio file

[Audio\_Hedva\_03-10-24.m4a](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

# [Transcript](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[So we will start the chat with consumer Satisfaction questionnaire and let's start with general introduction. What's your name? And how are you? Is there anything you would like to share about yourself?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[No, I'm working in the in in the Netherlands as a business development director for one of the European company, and basically that's it.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[No.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[Yes. Have you ever used the chatbot before?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[Yes, several times.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[That's good. And we're going to, I'm going to ask you about the four. Topics. Several questions. We start with information quality. When the chatbot gives you either too little or too much information, how does it affect your satisfaction? With the chess board.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[It's really frustrating me. Usually I stop using it when I can't find what I want or it's repeat itself so it's quite frustrating.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[OK. And can you share an experience where a chat bot gave you low quality or incomplete information?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[Yeah, I went to one of the company for holiday on this kind of platform and then I asked question and then I got the same answer. And then I I asked again and then I got the same answer that was not really useful. Because I was needed to press one of the options and then when I press the option then I got another query and another query that really didn't give me any solution.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[So it influenced.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[Yeah. And then I picked up the phone to customer service and tried to talk to them to find the solution, but really it was like a phone call. Instead of using this platform.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[OK. OK. And how important is? How important is it to you that the child both answers are easy to understand and provide enough detail to solve your problem?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[It's very important because it's a time consuming thing, so my time is precious and when I want to get the answer I want to get it now. Now I don't want to wait on the line to get the customer service answering the phone. It can take 2030 minutes whatever. It's depends on the how hectic it is for them. So I for me it's really important because that's a good tool to save time.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[OK. And. Has there ever been a time that the chatbot gave you really accurate information? Did make you feel more likely to visit again?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Only once, only once, when I use, I contact an airline, a company to get a flight details confirmation and that was quite fast. It was accurate, but only once out of, I think 100 more than 100 times that I used it.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[So it's less than 1% even.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[So you you said that they basically developed their chat bot and at the end they made it. Efficient.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[Only one company, but I used, you know, like several companies. And yeah, majority don't have a efficient platform, but the one that they used was really efficient and helpful.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[MHM.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[So it's like a 1% from all what I used was correct.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[OK. And I will move on to the topic trust and how important is it to you that the chat bot is transparent about how it operates? Does it matter to? You do? Do you look at it?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[No, and it doesn't matter to me because I'm really care about the bottom line results. I don't care how trust it is.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[So you feel like? You can share personal information.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Uh, yeah, but not my credit card information.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[It's only the financial part that I don't want to use, but birth of date, name, name, e-mail address that's not.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[A problem and how does it make you feel when you? Share those kind of information.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[OK. Because probably if they they need it in order to come back to me or send me stuff or or classify the issue again as long as it doesn't go into my bank account details. I'm OK to share this information.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[OK. And those knowing that the chatbot uses data encryption influence, how satisfied you are with its service?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[If it will help the platform, then I don't mind to share the data. Again, nothing to do with my finance accounting, but I don't mind to share if it's help.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[And if it's like. A banking chat bot and you want and you want your credit details.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[So I will not give that only to a person.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Although you know that the data encryption is very high and it's your bank.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[No, no. So in this case, I don't want to share those kind of confidential information. It's too risky for. Me. OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[So we move on to the conversation type. Can you describe your experience when interacting with the chat bot that you use human like responses compared to Robot Club?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[No, I mean. I. I must say that all the platform that I use were quite robotic because there are several options to choose from and every time you choose from. An option you get the other option. Then you choose and eventually you'll get the answer. So it's a preset. Yes, exactly.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[It's very sad. Prompt.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[When I use the the ChatGPT that was OK, but the majority of the set platform were. Like with with pre prepared options.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[And which do you prefer and why?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[I prefer to have an open possibility to write down what they need and then to get a reply to what I need, because if you need to choose from option, not necessarily all the options that you have are the correct one for me. So I prefer to. Create like an open area to write down and then get like a human reply in return. So I would ideally want to see want to understand that there's somebody behind the screen that is writing to me.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[Yeah. OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[More human, less computer.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[That's good. So let's move on to the design and how does a user friendly interface of a chatbot affect your overall satisfaction?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[It's really, I mean when when the platform is useful, then I'm quite happy when the when it's not useful and I cannot find the answer that I wanted. It really affect my satisfactory because then I'm really frustrated and angry that I wasted my time using the platform.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[And how important to you is the chatbot appearance, colour, layout or anything else you can think?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[I think it should be just a user friendly. It doesn't matter how it look like and I don't mind about their appearance as long as I find what I need.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[And so basically you say if it's useful, it will produce higher satisfaction from your side, OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Yes, yes. I don't care about the appearance.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[And how satisfied are you with how easy to find your? What you're looking for within the chatbot? Have you experienced any issues navigating through chat box options?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Yeah, I again, I had two extreme cases. One that everything was easy and the other one that I couldn't find what I wanted because all the options were again not satisfying and not what I looked for.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[OK. And last question, what do you think about having human like features in the chatbot design like a profile image, personal name?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[I think that would be nice because people like to talk to people and not to machines, so I think that's a good idea as long as it's also functional.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[This text.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[An efficient? Because if you just make like a fake image, but eventually you don't get what you need. So this creates even higher frustration because when you know that there is a machine behind it and you don't find your things say, OK, the machine didn't find but you're not expecting. A personal characteristic not to find what you want if they are customer service.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

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[So if you say that the chat bot design is very human, like with the name and. And profile picture, but it generates a robotic responses. How would you feel about it?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[I think it's OK as long as I find what I need. OK, I think it's nice. It's it's nicer than talking to a robot, robot, robot. You know, it's like. Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[OK. So that's it. Thank you.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Very much. You're welcome.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)

[OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Hedva_03-10-24.m4a)