**Money Conversations**

**Conversation: 19**

Hello, you have called Virtual bank, this is Sarah speaking. How may I help you?

Hey, Sarah. I would like to refund my money back.

Could you tell me why you want to refund your money?

I bought something at the shop with my debit card and it debited my money twice.

Okay, what is your name ma’am?

My name is Amy Adams.

Okay, and where did you use the debit card to buy something miss Adams?

I bought a bag at Queens Place Mall. It costs $80.

We are so sorry. In this case we could not refund your money back. You have to talk with the store that you bought and they will manage this.

Oh, really? I do not even know.

Yes, ma’am. We are so sorry but we could not fix this problem. The store handles about this.

Okay, never mind. Thanks.

Would you like another service?

That is all. Thanks.

Thank you for using our service. Have a good day.

**Conversation: 21**

Hello, you have called Virtual bank, this is Anna speaking. How may I help you?

Good morning Anna. I would like to ask about open a bank account.

Sure thing. What kind of account would you like to open? A savings account or a checking account?

What's the difference?

A checking account is designed to use for everyday transactions. Yet; the money in a savings account is meant to stay in the account and earn interest over time.

I see, actually I want to apply for a credit card. That's why I need an account.

Okay then, you probably want a checking account.

Well, thank you. I'd like that.

Sure, what’s your name ma’am?

I’m Angelina Joie.

How much of a credit limit were you looking for, Miss Jolie?

I would like a $10,000 spending limit.

Alright, we will see what we can do. We might be able to get you one of our gold cards with a $10,000 spending limit.

Wonderful. Will I also collect points when I use the card?

Sure, with our gold card you will get 10 reward points for every dollar spent.

Perfect, and how much deposit minimum into the account?

You just need to deposit a minimum of $250 into your new checking account.

Very well, thank you for your help, have a good day.

Thank you ma’am, you too.

**Conversation: 22**

Hello, you have called Virtual bank, this is Anna speaking. How may I help you?

Hi Anna. What's the exchange rate of RMB to US dollar today?

6.28 yuan to the US dollar madam.

It's the same as last week.

That's right. The exchange rate here has been quite stable though it's subject to alteration.

I know, so If I want to change 1000 US dollars, that will be 6280 yuan. Is that right?

Yes madam.

Okay, Thank you very much.

Would you like another service?

No, thank you.

Okay, thanks for using our service madam.

**PII Number conversations**

**Conversation: 20**

Hello, you have called Virtual bank, this is Debra speaking. How may I help you?

Hello Debra. I would like to change my phone number.

What is your name ma’am?

Stephanie Bolton.

Okay, Miss Bolton. And could I have your identification number?

8 5 4 4 7 0 2 4 1 5 9 9 6.

Okay, I have 8 5 4 4 7 0 2 4 1 5 9 9 6. Is that correct?

Correct.

And what is your account number?

That is 8 7 4 5 2 5 4 0 0.

Okay, so what is your new phone number?

6 6 5 7 8 5 4 5 2 1.

Please wait for a moment …. Okay I just replaced your phone number. Would you like another service ma’am?

No, Thank you.

Have a good day, thank you.

**Conversation: 18**

Hello, you have called Virtual bank, this is Helen speaking. How may I help you?

Hi Helen. I want to report a lost credit card.

Okay. Do you have your Debit card number?

Oh yes, that is 8 5 7 4 5 6 2 1 1 1 2 3 4 5 2 2.

Okay. That is 8 5 7 4 5 6 2 1 1 1 2 3 4 5 2 2.

Yes.

What is your identification number?

1 1 4 5 8 2 4 5 9 8 8 7 4.

Okay, I have 1 1 4 5 8 2 4 5 9 8 8 7 4. And what is your name sir?

My name is Sakai Jinn.

Okay. Do you want me to permanent suspend your card sir?

Yes, please.

Okay, and your ledger balance in the account is $56,000, is that correct?

Yes.

Okay, I just permanent suspended your card. Thank you for using our service. Have a good day sir.

Thank you.

**Conversation: 15**

Hello, you have called Virtual bank, this is Linda speaking. How may I help you?

Hey Linda. I would like to merge my husband’s account with mine.

Okay, can I have your account number?

Sure, it is 5 4 4 7 7 7 8 8 8.

Okay, I have 5 4 4 7 7 7 8 8 8. And what is your name ma’am?

Ashly McMahon.

Okay, I have Ashly McMahon. Can I have your identification number?

That is 7 7 4 1 4 9 9 9 9 9 8 5 9.

Your information is correct. What is your husband’s identification number?

My husband’s identification number is 5 5 5 5 5 9 6 8 4 1 6 6 9.

Mr. Troy McMahon. Is that right?

Right.

What is your husband’s account number?

5 1 2 9 6 5 6 6 3.

Okay. I have 5 1 2 9 6 5 6 6 3. Please wait.

Okay.

I just merged your husband’s account with you. Would you like another service ma’am?

No, thank you.

Thank you for using our service. Have a good day ma’am.

**Date conversations**

**Conversation: 2**

Hello, you have called Virtual bank, this is Linda speaking. How may I help you?

Hi Linda. I was just at your Ville branch and I think I left my Debit card in the ATM machine.

Okay. Do you have your Debit card number?

I don’t have.

Okay, well do you have the checking account number associated with the Debit

card?

That I do have. Are you ready? I will give you what I have got. 7 6 5 4 5 6 7 8 9.

Okay. That’s 7 6 5 4 5 6 7 8 9.

Correct.

What is your identification number?

7 7 4 5 8 9 6 5 8 9 6 6 5.

Okay, I have 7 7 4 5 8 9 6 5 8 9 6 6 5 and what is your name sir?

It is Robert Applebaum.

Okay. I have Robert Applebaum.

Yes.

And what is your date of birth Mr. Applebaum?

July 7th, 1974.

Okay. July 7th, 1974.

Yes.

And your phone number?

It is 6 1 0 2 6 5 1 7 1 5.

Okay. I have 6 1 0 2 6 5 1 7 1 5.

Yes.

Okay Mr. Applebaum. I have just suspended your card. If it is in the machine, we will contact you and lift the suspension.

Oh, thank you.

Sure. Thank you.

**Location conversations**

**Conversation: 3**

Hello, you have called Virtual bank, this is Nancy speaking. How may I help you?

Hi. I am a customer of your bank and I have some errors on my account details.

What type of errors?

Well, I just checked the address on my book bank and my address is wrong, it shows my old address and only reached me because of a redirect.

Okay, I can fix that for you, could I have your identification number?

3 2 9 4 8 3 2 2 8 9 8.

Okay, 3 2 9 4 8 3 2 2 8 9 8. And What is your name sir?

Lucifer Clarkson.

Okay. Mr. Clarkson. What is your date of birth?

January 1st, 1975.

Okay, now let's go ahead and fix your details. What is your new address, sir?

1 2 3 Oxford Street, London.

Okay, 1 2 3 Oxford Street, London. Is that correct?

Yes, Nancy.

Okay I have replaced your address. Would you like another service sir?

No, that’s all. Thanks.

Thank you. Have a good day sir.

You too.

Goodbye.

**Conversation: 7**

Hello, you have called Virtual bank, this is Sarah speaking. How may I help you?

Hello. I would like to close my account.

Sorry sir. Our service call center could not close the account for customer. You have to go to the branch nearby you and you can close your account.

Oh, sorry I do not know. Could you check for the bank branch that nearby me?

Sure, what is your address sir?

1 3 2, Houston Street, New York.

Please wait for a moment sir.

Okay.

You can go to the Houston Street branch. There is nearest to your address.

Thank you. Sorry can I ask you a question?

Sure sir, you can ask me anything.

How long does it take if I close my account at the bank?

About 15 minutes.

Okay, thanks a lot.

Would you like another service sir?

No, that is all. Thank you very much.

Okay. Have a good day sir.

You too. Bye.

Goodbye, sir.