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

Oh, I just had withdrawn some cash from the ATM machine and ATM transaction failed but money got debited. Can you fix this problem?

Sure. What is your account number?

It is 111236669.

Just a moment …. Okay and what is your name ma’am?

My name is Sandra Reed.

And what is your birthday ma’am?

July 7th, 1974.

Okay, what is your address?

132, My Street, Kingston, New York.

Okay, Miss Reed. Can I have your identify number?

Okay. 5589766523663.

Okay. I have 5589766523663.

Correct.

Where is the ATM machine that you had withdrawn the cash?

I do not know where exactly it is, it’s somewhere on My Street.

That is fine, we will check your withdrawal transaction and we will refund the money to your account. Do you want to receive the message when we refunding the money?

Yes, please.

Okay, what is your phone number ma’am?

8779526987.

Okay, I have 8779526987. We will send the message when we refund the money to your account.

Thanks, Nancy.

Have a good day ma’am. Thank you.