

TEST 3

SECTION 1

PIETER:	Good morning. I'd like to open a bank account, please.	
WOMAN:	Certainly. If you'd like to take a seat, I'll just get some details from you. It won't take long.	
PIETER:	Thanks.	
WOMAN:	Is it a current account or a deposit account you wanted?	
PIETER:	A <u>current</u> account.	<i>Example</i>
WOMAN:	Right. I've got the application form here then. We have different types – I see you've got our leaflet there.	
PIETER:	I've decided on the one called ' <u>Select</u> .'	<i>Q1</i>
WOMAN:	Right, that's fine, so, first of all, can I have your full name please?	
PIETER:	Yes, it's Pieter Henes. That's P-I-E-T-E-R.	
WOMAN:	Is it H-E-double N-E-S?	
PIETER:	Uh, only one N actually. It's a less common spelling of the name.	
WOMAN:	Oh, right. OK. And what's your date of birth please?	
PIETER:	<u>The twenty-seventh of the first, nineteen seventy-three.</u>	<i>Q2</i>
WOMAN:	Right. And will this be a joint account?	
PIETER:	No, just myself.	
WOMAN:	OK, fine. And where are you living, Mr Henes?	
PIETER:	<u>15, Riverside.</u>	<i>Q3</i>

WOMAN: Is that all one word?

PIETER: Yes.

WOMAN: Exeter?

PIETER: Yes.

WOMAN: How long have you been at your present address? Er, is it more than two years?

PIETER: Ah, just two weeks actually. I only arrived in the country a month ago. Q4
I'm from Holland.

WOMAN: Oh, that's fine. But we normally ask for a previous address in that case.

PIETER: Oh yes, well, it's Rielsdorf 2. That's R-I-E-L-S-D-O-R-F 2,
Utrecht.

OMA: Holland. OK. Thank you. Do you have a daytime telephone number?

PIETER: Yes, I think the number at my office is six-oh-six-two-nine-five. Um, Q5
just a minute, I'd better check. Oh, no sorry, six-one-six. I'm not used to it yet. Would you like my home number too?

WOMAN: Yes please.

PIETER: It's seven-nine-six-four-three-one.

WOMAN: Are they both local numbers?

PIETER: Yes.

WOMAN: Right. And your occupation?

PIETER: Well, I'm in Britain as a project manager, but that's not my main job. Q6
I'm an engineer by profession.

WOMAN: I see. I think I'll put that then. It's shorter! Now we usually ask for a piece of information which we can use to check your identity, for security reasons. You know, if you phone us.

PIETER: Like, erm, my wife's first name?

WOMAN: Mother's might be better. It's less likely to be known. Q7

PIETER: OK. Hers is Siti.

WOMAN: Siti?

PIETER: Yes, S-I-T-I. It's Indonesian.

WOMAN: Fine. And how much would you like to open your account with? We usually ask for a minimum sum of £50. That's about €75.

PIETER: Well, I'm going to transfer €2,000 from my Dutch account, just till I get Q8
paid. In fact, I wanted to ask you about that. What's the best way to do it?

WOMAN: It depends which bank you're with.

PIETER: It's the Fransen Bank in Utrecht.

WOMAN: OK, fine. I'll check that in a minute. If we have links with them we can do a direct transfer. But it's not a big problem either way. Um, let's see. How often would you like to receive statements?

PIETER: I haven't really thought. Um, what's the usual thing?

WOMAN: It's up to you. Some people like them weekly.

PIETER: Oh, no, that's too often. Can I have them sent, um, once a month? Q9

WOMAN: Yes, that's fine. Is there anything else?

PIETER: I was thinking of registering for your internet service at some stage. Q10
WOMAN: Oh, yes. Would you like me to send you information about that?
PIETER: Please, yes.
WOMAN: And would you like to receive information about the bank's other
services – insurance, loans, anything like that?
PIETER: Hmm, I don't think so, thanks.
WOMAN: That's OK then. And one last thing, if you agree . . .