

# Banking dialogue

## -Not getting a bank statement



**Choose the right answer according to the dialogue.**

1. The bank teller is printing a copy of statement for the customer.  
True                      False
2. The customer owes money and wants to borrow money from the bank.  
True                      False
3. The customer comes to the bank to pay the fees.  
True                      False
4. The fees increased because the customer didn't know about the fees.  
True                      False
5. The bank teller is going to remove the initial fee the customer owes.  
True                      False

**Now, read the dialogue.**



**A:** How may I help you?

**B:** I'm having a problem.

**A:** What is it?

**B:** I apparently owe some fees, but I never  
got the bank statement.

**A:** I do apologize for that.

**B:** My fees went up, but I didn't even know  
I had fees to pay.

**A:** I see your problem.

**B:** What are you going to do about it?

**A:** I will cancel the fees you owe.

**B:** I don't have to pay any fees?

**A:** You'll only have to pay the initial fee.

**B:** That's fine. I appreciate your help.