

## Banking dialogue

### ---Reporting wrong charges



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

1. The customer wants to report a card loss.  
True                      False
2. The teller will cancel the wrong charges for the customer.  
True                      False
3. The customer has \_\_\_\_\_.
4. The customer shows the teller what goes wrong with her credit card.  
True                      False
5. The teller is going to \_\_\_\_\_.
6. “.....we will freeze these charges.” means \_\_\_\_\_.



**Now, read the dialogue.**

|   |  |
|---|--|
| A: What can I do for you today?                           | A: Which charges are you talking about?                            |
| B: I have an issue.                                       | B: It's the last four charges.                                     |
| A: What is your problem?                                  | A: We're going to have to do an investigation.                     |
| B: There were charges on my debit card that I never made. | B: Is that going to take long?                                     |
| A: Do you have a statement for your debit card?           | A: I'm not sure, but in the meantime we will freeze these charges. |
| B: I do.  | B: That's wonderful. Thank you.                                    |