

**II Part. Read the short conversations given below and complete them with the most appropriate phrase from the drop down list.**

**Agent:** Thank you for calling Capital One, my name is Rebeca. How may I help you today?

**Robert H:** Hi, I am really frustrated because I just checked my credit card balance and I saw an extra charge you promised I wouldn't have.

**Agent:**

**Robert H:** Well, do something now.

**Agent:** Of course, let me verify your account first. I need your full name and your social security number.

**Robert H:** Robert Hills, my social security is 435-225-678.

**Agent:** Perfect. Let me place you on hold to verify the charge and I will be back in a moment.

**Robert H:** Ok

**Agent:**

**Robert H:** No problem, but did you reverse the charge? Because this is unacceptable.

**Agent:**

**Robert H:** So, do I have my money back now?

**Agent:** Well, actually I couldn't reverse the charge.

**Robert H:** What? Let me talk to your supervisor right away.

**Agent:**

**Robert H:** Sure?

**Agent:** Yes, I just need a moment to talk to my boss. I'll place you on hold again.

**Robert H:** Alright.

**Agent:** I'm glad to inform you the charged is already reversed.

**Robert H:** Great, that's what I wanted to hear.

**Agent:**

**Robert H:** No, that's it.

**Agent:** In that case, thank you for calling Capital One.