

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.
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