

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?

B: I have an issue.

A: What is your problem?

B: There were charges on my debit card
that I never made.

A: Do you have a statement for your debit
card?

B: I do.

A: Which charges are you talking about?

B: It's the last four charges.

A: We're going to have to do an
investigation.

B: Is that going to take long?

A: I'm not sure, but in the meantime we
will freeze these charges.

B: That's wonderful. Thank you.