

Call 12

1	P1:	this ↑dude cancelled his credit card but we told him before you cancelled you	
2		made some purchases through your credit card=	
3	P2:	yup	
4	P1:	=and he owes the bank <u>a lot</u>	
5		of money there's one bit where he even says that he can <u>buy</u> the bank so it's	
6		obvious he's re:ally upset	
7		((Phone rings))	
8	V12:	↑hello	
9	P1:	hello ahm good morning can I speak to V please my name is Dan from	Comment [YK1]: Yes/No Question
10		xxx	Comment [YK2]: Request for Information
11	V12:	a:w yes speaking	Comment [YK3]: Answer
12	P1:	ok V ahm I just want to alert you for your	
13		<u>outstanding</u> amount for your credit card you still have a two thousand four	
14		hundred and twelve that ah outstanding so I was just wondering when we can	
15		[expect=	Comment [YK4]: Wh Question
16	V12:	[ah	Comment [YK5]: Request for Information
17	P1:	=ah the payment?	
18	V12:	ah hey ↑how come two thousand two thousand	
19		ringgit outstanding because that day I just ↑cancelled?	Comment [YK6]: No Response
20	P1:	a:h no ↑sir as far as	Comment [YK7]: Request for Confirmation
21		our records are concerned you <u>still</u> have the two thousand four hundred to pay	Comment [YK8]: Wh Question
22	V12:	↑they mana boleh mana ada ↑macam nie=	Comment [YK9]: Answer
23		↑hey where can where got ↑like this?	Comment [YK10]: Wh Question
24	P1:	then	Comment [YK11]: Request for Information
25	V12:	=that day I just	Comment [YK12]: Non-answer Response
26		cancel ↑what with you guys?	Comment [YK13]: Yes/No Question
27	P1:	yeah maybe sir even if if you	
28		cancel the credit card you still have to pay the outstanding	Comment [YK14]: Non-answer Response
29	V12:	>↑hey common lar tak kan lar ah xxx macam nie nak ape nak nak charge	
30		charge orang macam nie<	
31	P1:	no no=	
32	V12:	↑gileker?	
33		↑are you crazy?	Comment [YK15]: Yes/No Question
34	P1:	=because ok sir ah right now ah to cancel the credit card is one thing but you	Comment [YK16]: Suggestion
35		still have to pay your outstanding amount of two thousand four	Comment [YK17]: Non-answer Response
36	V12:	> ↑ape yang	
37		outstanding nie? bila yang saya ah	

38		>↑what is	
39	outstanding? When was ah		Comment [YK18]: Wh Question
40	ah eh I <u>never</u> use two thousand two thousand four		Comment [YK19]: Request for Information
41	out of your credit card that's why I cancelled it I don't wanna pay that fifty		Comment [YK20]: OIR
42	ringgit tax!<		
43	P1: ↑no the reason is because your <u>late</u> fee also because you have not		
44	paid with us for a <u>long</u> time and so that amounted to two thousand four hundred		
45	ringgit		Comment [YK21]: Answer
46	V12: >↑hey common lar tak kan lar two thousand what da xxx you doing		
47	mana boleh nak charge dua ribu empat ratus just just like that		
48	how can charge two thousand four hundred		
49		for ↑free	
50	because I didn't I never use your card? and then you ↑still want to charge me		Comment [YK22]: Wh Question
51	you crazy or what?		Comment [YK23]: Assessment
52	P1: ok sir sorry maybe there's no need to get angry or raise		Comment [YK24]: Yes/No Question
53	your voice with us Mister V we're only calling		Comment [YK25]: Suggestion
54	V12: >↑YEAH I KNOW you		Comment [YK26]: Non-answer Response to YK22 & YK24
55	are calling from wherever you're calling I know you are doing your job but tell		
56	your boss I dowana pay that xxx two thousand ringgit because I never owe you		
57	guys anything I settle whatever I need to settle and I dowanna pay anything to		
58	you guys <u>anymore</u> ↑what for? I ↑don't owe you any money!<		Comment [YK27]: Wh Question
59	P1: sir the thing is		Comment [YK28]: Assessment
60	now listed in our system you may have! cancelled the credit card just because		Comment [YK29]: Non-answer Response
61	V12: >↑you can check your system and <u>burn</u> it lar I don't <u>care</u> ! I dowana pay that two		
62	thousand four because I don't owe you anything! OK?<		
63	P1: ↑please calm down		
64	sir I'm not accusing you but some people they like to buy something ↑just		
65	after they cancel the credit card because they know the process not finished so		
66	maybe you're trying		
67	V12: ↑HEY WHAT YOU WHAT YOU CALLING ME A		Comment [YK30]: OIR
68	THIEF NOW IS IT? YOU CRAZY AH A::H? I CAN I CAN BUY YOUR		Comment [YK31]: Yes/No Question
69	BANK LAR! YOU THINK I HAVE NO MONEY AH?		Comment [YK32]: Suggestion
70	P1: >no we never said		Comment [YK33]: Yes/No Question
71	that sir ok please just be calm for one second ok<		Comment [YK34]: Suggestion
72	V12: NO! a:h the ↑way the ↑way		Comment [YK35]: Yes/No Question
73	you're talking as if macam ↑wa::h I'm taking <u>advantage</u> of your bank are you		Comment [YK36]: Suggestion
74	↑crazy ah? eh I got ↑ <u>dignity</u> I will <u>never</u> take people's money ah KAU INGAT		Comment [YK37]: Answer to YK20-YK22
75	AKU NIE PENCURI KER?		Comment [YK38]: Yes/No Question
76	YOU THINK I AM A THIEF IS IT?		Comment [YK39]: Suggestion
77	P1: >ok can you please listen		Comment [YK40]: Yes/No Question
78	to me please I just got one last thing it's ok I don't want to get angry<=		Comment [YK41]: Suggestion
79	V12: ok		Comment [YK42]: No RESPONSE TO YK38
			Comment [YK43]: Non-answer Response to YK40

80 P1: =lets
81 settle this ok but
82 V12: ok ↑how you wanna settle this? **Comment [YK44]: Wh Question**
83 P1: >ok sir can I just **Comment [YK45]: Request for Information**
84 request after this please can you just give a call to our other credit card
85 ↑customer service just to settle something please because we have two<=
86 V12: >why should I call you?< **Comment [YK46]: Answer**
87 P1: =because we have two customer service officers **Comment [YK47]: Wh Question**
88 already waiting for you aahm Mister P2 and Mister P1 from Hitz dot FM who **Comment [YK48]: Request for Information**
89 are very eager to speak to you sir **Comment [YK49]: Answer**
90 V12: ↑adu::h! xxx
91 P1: bro P1 sini bro aku tengah
92 takut
93 V12: aduh la illa hahah xxxx
94 ((Laughing))
95 V12: ↑sikit lagi aku dah bakar bank tadi tau
96 ((Laughing))
97 P1: I know that's why sorry lar bro bro minta maaf your your ↑wife Lathishah set
98 you up for this bro
99 V12: ah la illa
100 P1: GOTCHA!!!
101 V12: xx kau orang!