Call 3

1		((Phone rings))
2	P:	hello↑ good morning↑
3	V3:	yes
4	P:	I'm calling from XXX credit centre yeah sir
5	V3:	okay
6	P:	we just want to confirm the purchase that just gave been
7		made on one of your credit cards?
8	V3:	pardon me
9	P:	there is a purchase↑ being
10		made for five↑ thousand ringgit at a shop in ah XXX I wanna confirm whether this
11		is true?
12	V3:	I don't think so
13	P:	okay ↑hold on sir ↑hold on sir because we wanna ah ah stop
14		this purchase you ↑hold on a second ah sir
15	V3:	hmm hmm
16	P:	ah mister ↑H
17	V3:	yes
18	P:	ok apparently the person buying it a::h knows you: Miss Y XXX
19	V3:	yes she is my wife she's suppose to be at work
20	P:	ok hold on ah I put you thru
21		because we are calling the shop and we've got you connected ah hello Miss ↑Y
22	W:	hello↑
23	P:	hello Miss Y ahm for credit card approval we need your husband's approval
24	W:	ok sure no problem↑ can you pass me to him please?
25	P:	yes go ahead
26	W:	hello↑
27	V3:	hello min wassup?
28	W:	no I'm buying ah handbag abang I'm using my XXX
29		voucher and then I'm gonna pay you back lar the balance
30	V3:	yes but it's not five
31		thousand punye handbag
32	W:	a:h ala nanti lar I bayar you balik

Comment [YK1]: Yes/No Question

Comment [YK2]: Request for Confirmation

Comment [YK3]: Non-answer Response

Comment [YK4]: OIR

Comment [YK5]: Request for Confirmation

Comment [YK6]: OIR

Comment [YK7]: Yes/No Question

Comment [YK8]: Request for Confirmation

Comment [YK9]: Non-answer Response

Comment [YK10]: Yes/No Question

Comment [YK11]: Suggestion

Comment [YK12]: Answer

Comment [YK13]: Wh Question – "What is up?"

Comment [YK14]: Request for Information

Comment [YK15]: Answer

33	V3:	no: Y I can't I
34		can't afford it anymore no no I'm not gonna allow this transaction sorry
35	P:	ok hold on
36	W:	ah
37	P:	sorry miss ↑wait sir
38	W:	yes
39	P:	you're cancelling this this
40		transaction?
41	W:	sorry are you not going to approve my transaction?
42	V3:	no↓
43	W:	but I
44		thought I'm the supplementary? you can just charge it to my card rite?
45	V3:	↑Yaasmin
46	W:	yesss
47	V3:	↑how much is the handbag?
48	W:	it's four something four eight something and
49		I'm gonna minus it off with the one thousand voucher so I'm going to pay you back
50		around three thousand↑
51	V3:	no no
52	W:	ala ba:ng ple:ase:
53	V3:	common Y common
54		don't don't I don't wan XXX just just don't allow this transaction
55	W:	ok ok ok ok I'll
56		talk to you at home
57	P:	ok ok ok ↑hold on ↑hold on ah ↑hold on ah miss and mister
58		↑hold on a second I gotta to talk to your husband hallo sir↑
59	W:	hello
60	P:	let me confirm
61		this you're cancelling this transaction?
62	V3:	yes
63	P:	you don't want this to happen?
64	V3:	yes because my credit limit does not allow that anyway
65	P:	I know ↑that's why we
66		are calling you because of that
67	V3:	ya ok so
68	P:	ok

Comment [YK16]: Yes/No Question

Comment [YK17]: Request for Confirmation

Comment [YK18]: Yes/No Question

Comment [YK19]: Request for Confirmation

Comment [YK20]: Answer to YK16 & YK18

Comment [YK21]: Yes/No Question

Comment [YK22]: Assessment

Comment [YK23]: Yes/No Question

Comment [YK24]: Suggestion

Comment [YK25]: No Response to YK21 & Yk23

Comment [YK26]: Wh Question

Comment [YK27]: Request for Information

Comment [YK28]: Answer

Comment [YK29]: Yes/No Question

Comment [YK30]: Request for Confirmation

Comment [YK31]: Answer

Comment [YK32]: Yes/No Question

Comment [YK33]: Request for Confirmation

Comment [YK34]: Answer

69	V3:	first of all my credit limit
70		before was XXX thousand plus
71	P:	yes
72	V3:	=and then you guys like increase it
73		without me even like requesting for it
74	P:	ok I understand
75	V3:	ok that's one thing it's
76		a I'm I'm like thankful lar about that but credit limit is credit limit rite when it's
77		over the credit limit and then there is no blockage there is no decline of transaction
78		then what's the point of having a credit limit?

Comment [YK35]: Wh Question

Comment [YK36]: Assessment

| 79 | P: | that's why we have ah ah us sir |
| 80 | | we call you to confirm the fact if you want to increase |

Comment [YK37]: Non-answer Response

81	V3:	yeah thank you↑ thank
82		you↑ for doing that
83	P:	so the thing is we cancel this?

Comment [YK38]: Yes/No Question

Comment [YK39]: Request for Confirmation

| 84 | V3: | yess |

Comment [YK40]: Answer

85	P:	ah oh okay ahm it will
86		be very awkward for your wife though
87	V3:	yeah it's alright it's okay because I'm
88		in a credit mess right now
89	P:	o:h I'm so sorry sir I'm so sorry I'm so sorry
90	V3:	ok so ↑now
91	P:	yeah
92	V3:	you know I have this secondary user that's quite hard to
93		control can I set the credit limit for the second for the supplementary card?

Comment [YK41]: Yes/No Question

Comment [YK42]: Suggestion

| 94 | P: | you can sir you can sir but what what credit limit you want to set it at? |

Comment [YK43]: Answer

Comment [YK44]: Wh Question

| 95 | V3: | just |
| 96 | | only two thousand the |

Comment [YK45]: Request for Information

| 97 | P: | ok ok hold on a second let me key in this into the system and |
| 98 | | okay ↑yess so I'll let me ↑hold on a second ah sir |

Comment [YK46]: Answer

99	V3:	alright
100	P:	hello Miss Y
101	V3:	↑ hey this
102		is between me and her
103	P:	I know but I have to confirm this is under her name as well
104	V3:	the transaction is already cancelled=
105	P:	I'm I'm

106	V3:	=<u>okay</u>
107	P:	ok sorry ↑sir I'm just doing my
108		job you have to calm down I'm just telling her informing her what's gonna be
109		happening
110	V3:	oh you can tell her like without me on the ↑phone?

111	P:	no no you see
112		the main reason why I want you on the phone is because Mister H she got in touch
113		with us to gotcha you (.) this is P from Hitz dot FM
114	((Laughing))	
115	V3:	a::h
116	P:	dude are you okay?
117	V3:	yea yeah yeah sure

118	((Laughing))	
119	P:	don't lar angry=
120	((Laughing))	
121	P:	=your wife says that she doesn't spend that much she just want to see how angry
122		you get at I'm sorry hello sir
123	V3:	I'm not angry I'm a calm person I'm a very calm
124		person
125	P:	↑who knows dude this could just win you an ↑iPhone
126	V3:	right that'll be
127		↑nice
128	P:	$that'll be nice$ heheehe=
129	((Laughing))	
130	P:	=anyway I still have to say GOTCHA!!!
131	V3:	XXX you man!
132	P:	hahaha
133	((Laughing))	
134	V3:	>baby you can try to swipe your credit card now and see what happen I don't think
135		it's gonna work anymore<
136	P:	o:::h
137	((Laughing))	
138	W:	thanks P
139	P:	you all don't gaduh ah bye bye
140	W:	I sayang dia
141	P:	$ok bagus$