

Call 4

1	P1:	↑P2 I gotta a question for you?	
2	P2:	hmmm	
3	P1:	what this <i>gotcha</i> about?	
4	P2:	it's ↑simple ahm this	
5		guy, he has a credit card, his girlfriend is using his credit card to pay for auto debit	
6		for her gym	
7	P1:	hmm	
8	P2:	he just told us that you know just say that the credit card got	
9		cancelled↑ and ah he hasn't been paying for three months <u>even though</u> she's been	
10		giving him the money ↑hah! see how she reacts	
11		((Phone rings))	
12	V4:	<hello>	
13	P2:	<hello> good morning can I speak to Miss V please?	Comment [YK1]: Yes/No Question
14	V4:	yeah speaking	Comment [YK2]: Request for Information
15	P2:	>hallo good morning Miss V I'm calling from fitness XXX in regards of your	Comment [YK3]: Answer
16		payment for your membership yeah<	
17	V4:	yeah ah ha	Comment [YK4]: Wh Question
18	P2:	ok a:h ↑when can we expect p	Comment [YK5]: Request for Information
19		ayment ah ↑because three months already you didn't pay?	Comment [YK6]: Non-answer Response
20	V4:	THREE MONTHS↑	Comment [YK7]: Yes/No Question
21	P2:	hah	Comment [YK8]: Request for Confirmation
22	V4:	I I don't know cause the credit card that I use is ahm my friend's credit	Comment [YK9]: Answer
23		card	Comment [YK10]: Wh Question
24	P2:	a::h so:: ↑how ah Miss? this one ↑when can we expect payment ah? because at	Comment [YK11]: OIR
25		the moment it's frozen ah↑	Comment [YK12]: Wh Question
26	V4:	actually ahm every month I will pay to my friend	Comment [YK13]: Request for Information
27		and ahm tell ↑you what I discuss with my friend first and then	Comment [YK14]: Non-answer Response to YK7
28	P2:	↑no no no you	Comment [YK15]: Non-answer Response to YK8
29		see miss ↑in other words you you you have to pay ah three months that that you	Comment [YK16]: Yes/No Question
30		owe us and two months <u>additional</u> ↑to <u>renew</u> and to start up again or else is is is	Comment [YK17]: Request for Confirmation
31		↑frozen	Comment [YK18]: Answer
32	V4:	to renew my membership [is it?]	Comment [YK19]: Yes/No Question
33	P2:	[yes] yes yes BECAUSE OF THIS THREE	Comment [YK20]: Request for Information
34		MONTHS	
35	V4:	haiya .hhh can I know the total?	

36	P2:	together it'll be all together	
37		nine hundred and fifty	Comment [YK21]: Non-answer Response
38	V4:	nine hundred and fifty?	Comment [YK22]: Yes/No Question
39	P2:	yes	Comment [YK23]: Request for Confirmation
40		↑when can we expect payment?	Comment [YK24]: Answer
41	V4:	.hhh <tell you what, I'm coming tonight and then I'll see how lar>	Comment [YK25]: Wh Question
42	P2:	ok so tonight ↑you bringing the nine hundred fifty? can I put that in my report?	Comment [YK26]: Request for Information
43	V4:	<↑no no no no no>	Comment [YK27]: Non-answer Response
44	P2:	what? what?	Comment [YK28]: Yes/No Question
45	V:	put it put it KIV first plea:se	Comment [YK29]: Suggestion
46	P2:	↑then can you	Comment [YK30]: Yes/No Question
47		pay ↑at least a small amount?	Comment [YK31]: Request for Confirmation
48	V4:	I have to discuss with my friend first and see how	Comment [YK32]: Answer to YK28 & YK30
49		and then I'll you back	Comment [YK33]: OIR
50	P2:	ok because your friend is paying for you is it?	Comment [YK34]: Yes/No Question
51	V4:	no, ah	Comment [YK35]: Suggestion
52		I'm using his credit card	Comment [YK36]: Non-answer Response
53	P2:	↑no don't worry this one you don't need credit card	Comment [YK37]: Yes/No Question
54		you can pay with cash	Comment [YK38]: Assessment
55	V4:	yeah I know but then I have already paid that to him every	Comment [YK39]: Answer
56		month for these past few months every month	
57	P2:	>o::h your friend has o:h<	
58	V4:	a:h so	
59		now the problem is the credit card because [ah recently]	
60	P2:	>[oh my god] I'm so sorry I'm so sorry I	
61		didn't know the situation was like that your friend is stealing from you<=	
62	V4:	no=	
63	P2:	=so sorry	
64	V4:	=it's not stealing from me=	
65	P2:	then	
66	V4:	=it's just last week he cancelled	
67		the XXX credit card	
68	P2:	oh but when about can we expect the cash?	Comment [YK40]: Wh Question
69	V4:	ahhhh <I	Comment [YK41]: Request for Information
70		don't know↑ I have to discuss with him first can I call you later?>	Comment [YK42]: Non-answer Response
			Comment [YK43]: Yes/No Question
			Comment [YK44]: Suggestion

71 P2: .hhh<no
72 I just want to know when? I need to fill up the report please allow me to fill up my
73 report then at least I do my job>
74 V4: ya I know but then it's weird why ah I mean like
75 every month you=
76 P2: you see ev
77 V4: =call your
78 P2: we give you a limit
79 V4: no no
80 ↑wait wait wait wait wait wait wait aah if I'm not mistaken every month you call
81 your customer, right?=
82 P2: yes
83 V4: =if didn't pay like after fifteenth, right?=
84 P2: ye::s
85 V4: =so why haven't you call me for this past three months?
86 P2: ↑because we give you a
87 three months levy we understand ↑certain people have problems and all that then
88 after ↑three months that's when you get the call you should like
89 V4: no I mean like
90 before this every month they'll call me your your staff will call me
91 P2: ↑really? can you
92 give me the staff's name?
93 V4: I can't remember lar but then ahm
94 P2: you don't
95 have to I I ahm I mean make up stories ↑it's understand no that's not our=
96 V4: no I did not make up stories but
97 P2: =this but this
98 V4: <↑wait wait wait> can I call
99 my consultant first at Bukit Tinggi?
100 P2: you can ↑do whatever you want you
101 understand ↑I just have to fill in my report can you please just tell me when will
102 you pay?
103 V4: >Ok then I will pay tonight<
104 P2: >Ok thank you very much ok ah just a
105 question this credit card under NA is this still active?<
106 V4: ah no
107 P2: it's no more
108 active ah?

Comment [YK45]: Answer
Comment [YK46]: Wh Question
Comment [YK47]: Request for Information

Comment [YK48]: Non-answer Response

Comment [YK49]: Yes/No Question
Comment [YK50]: Assessment
Comment [YK51]: Answer
Comment [YK52]: Yes/no Question
Comment [YK53]: Assessment

Comment [YK54]: Answer
Comment [YK55]: Wh Question
Comment [YK56]: Request for Information
Comment [YK57]: Answer

Comment [YK58]: Yes/No Question
Comment [YK59]: OIR
Comment [YK60]: Yes/No Question
Comment [YK61]: Request for Information
Comment [YK62]: NO RESPONSE TO YK58
Comment [YK63]: Non-answer Response to YK60

Comment [YK64]: Yes/No Question
Comment [YK65]: Suggestion
Comment [YK66]: Answer
Comment [YK67]: Wh Question
Comment [YK68]: Request for Information

Comment [YK69]: Answer
Comment [YK70]: Yes/No Question
Comment [YK71]: Request for Information
Comment [YK72]: Answer

Comment [YK73]: Yes/No Question
Comment [YK74]: Request for Confirmation

109 V4: ahem

110 P2: so from this day forth how will you be paying? >I ↑do not
 111 want to be calling you every month it's ridiculous<

112 V4: no ahm its like this I mean like
 113 ok it is my fault because he's already told me that he wanted to ahm cancel the
 114 XXX credit card=

115 P2: ya

116 V4: =and I'm I want to use ah his XXX credit card=

117 P2: hmmm

118 V4: =so I'll be billing my ah

119 P2: then you don't have your own?

120 V4: no I
 121 didn't use credit card I'm still a student

122 P2: oh ok ok a:h Miss Miss V just wanna
 123 know one question↑

124 V4: ahhm

125 P2: when you work out do you like to listen to hitz dot
 126 fm?

127 V4: ehhhh oh my god XXX ↑who is this?

128 P2: ↑this is P2 ↑hi

129 V4: P2? The dj?

130 ((Laughing))

131 V4: wait wait is this for real?

132 P2: this is for real, really, this is P2

133 V4: heeh eh who set me
 134 up?

135 P2: WHO ELSE? HAHAHA THE GUY WITH THE CREDIT CARD HOW
 136 ELSE WOULD I KNOW NA'S NAME?

137 ((Laughing))

138 V4: P2↑ o:h I hate you!

139 P2: DON'T LAR IT'S NOT MY FAULT IT'S A'S FAULT HE
 140 SET YOU UP↑ I JUST DOING MY JOB↑

141 V4: oh my god I'm freaking man

142 ((Laughing))

143 P2: don't freak out! GOTCHA!!!

144 ((Laughing))

- Comment [YK75]: Answer
- Comment [YK76]: Wh Question
- Comment [YK77]: Request for Information
- Comment [YK78]: Non-answer Response
- Comment [YK79]: Yes/No Question
- Comment [YK80]: Assessment
- Comment [YK81]: Answer
- Comment [YK82]: Yes/No Question
- Comment [YK83]: Request for Information
- Comment [YK84]: Non-answer Response
- Comment [YK85]: Wh Question
- Comment [YK86]: Request for Information
- Comment [YK87]: Answer
- Comment [YK88]: Request for Confirmation
- Comment [YK89]: Yes/No Question
- Comment [YK90]: Request for Confirmation
- Comment [YK91]: No RESPONSE TO YK89
- Comment [YK92]: Yes/No Question
- Comment [YK93]: Request for Confirmation
- Comment [YK94]: Answer
- Comment [YK95]: Wh Question
- Comment [YK96]: Request for Information
- Comment [YK97]: Answer
- Comment [YK98]: Suggestion

145 V4: \$ya you got me man\$ XXXX XXXX

146 ((Laughing))