

Call 5

- 1 P1: ↑tell me about this ↑call ah bro
- 2 P2: ↑this girl ordered ah laptop online and ah she used
3 her aunty's credit card ha ha ha
- 4 P1: o::h
- 5 P2: think about it ah what you do you think
6 happened? I'll I'll let you think about it I didn't tell you anything about this before
7 what do you think happened?
- 8 P1: a::h ↑don't know
- 9 P2: we called up from the credit
10 card company and said ↑hey it doesn't work we charge you twice=
11 P1: (chuchuchcu)
- 12 P2: =moneys gonna be burnt you are not getting the laptop everything
13 ↑went hay wire
- 14 P1: was she cute?
- 15 P2: I don't know ↑I didn't see her ↑P1::
- 16 ((Phone rings))
- 17 V5: ↑hello
- 18 P2: >hello ah good afternoon can I speak to Miss V?◀
- 19 V5: yes ↑speaking
- 20 P2: hi my name is ah my name is C I'm calling from ah XXX
- 21 V5: ↑yes
- 22 P2: ok just ah want
23 to make sure for for certain ah you make one order for ah XXX ah fourteen ah
24 laptop from our website ah?
- 25 V5: ahm hm
- 26 P2: this one is a order for two ↑five nine
27 nine ah correct ah?
- 28 V5: yes
- 29 P2: ok ah just ↑want to clarify with you you ah because
30 ah my manager actually give me ah one one problem with the ah ahm what's that
31 called the payment that go thru ah=
- 32 V5: a:h
- 33 P2: =this credit card is under your name?
- 34 V5: no the credit card is under my aunty's name
- Comment [YK1]:** Yes/No Question
- Comment [YK2]:** Request for Information
- Comment [YK3]:** Answer
- Comment [YK4]:** Yes/No Question
- Comment [YK5]:** Request for Confirmation
- Comment [YK6]:** Answer
- Comment [YK7]:** Yes/No Question
- Comment [YK8]:** Request for Confirmation
- Comment [YK9]:** Answer
- Comment [YK10]:** Yes/No Question
- Comment [YK11]:** Request for Information
- Comment [YK12]:** Answer

35 P2: ok can I have you aunty's details a:h
36 please?

37 V5: okay her name is X

38 P2: oh ok ahm because the one problem that we see is
39 our record ah before you you enter the credit card number ah ↑miss=

40 V5: aha

41 P2: =you
42 enter as ah XXX ah then we reject ah ↑then only after you enter as ah XXX
43 card=

44 V5: ahem

45 P2: =so this one ah we have been contact by we have been contact by
46 XXX card ↑ah=

47 V5: hmmm

48 P2: =we have to pull back all the all the finances and this
49 one has to be questioned for query ah ↑so now ↑we have to ah we have to block the
50 credit card also ah ahm unfortunately is that ok with you?

51 V5: a:h it's not my credit
52 card it's my aunts credit card you want to [tell her]=

53 P2: [ahm but]

54 V5: =before you stop the card

55 P2: legally ah ↑I'm only supposed to call you because you make the order so ah I must
56 inform you first ah the credit card currently blocked now

57 V5: ohkay↓

58 P2: ok so that one I
59 block now ah so that means I can put the email thru what happens is if you enter
60 the wrong details sometimes the card is unsecure server ah miss=

61 V5: aha

62 P2: =so after
63 that the payment went thru twice ah miss

64 V5: ↑ha?

65 P2: the payment went thru twice
66 two five nine nine ah went thru twice ah

67 V5: ↑twice ah?

68 P2: it went thru twice
69 because there's something as its faulty about our website so [now ah the problem is

70 V5: [my aunt is gonna kill
71 me]

72 P2: =sorry?

Comment [YK13]: Yes/No Question

Comment [YK14]: Request for Information

Comment [YK15]: Answer

Comment [YK16]: Yes/No Question

Comment [YK17]: Assessment

Comment [YK18]: Non-answer Response

Comment [YK19]: OIR

Comment [YK20]: Yes/No Question

Comment [YK21]: Request for Confirmation

Comment [YK22]: Answer

Comment [YK23]: OIR

73 V5: a:h no my aunt is gonna kill me for that

74 P2: oh no what ah so the

75 total cost now ah is five ah two hundred

76 V5: oka::y

77 P2: so that one ah

78 unfortunately is burnt already miss because the credit card is blocked

79 V5: ok so

80 now you are trying to tell me is the payment ok the credit card is blocked?=
 Comment [YK24]: Yes/No Question

81 P2: hmm
 Comment [YK25]: Request for Confirmation

82 V5: =k so now they already charge five thousand and two hundred?
 Comment [YK26]: Answer

83 P2: yes
 Comment [YK27]: Yes/No Question

84 V5: can she cut the five thousand two [hundred to]=
 Comment [YK28]: Request for Confirmation

85 P2: [no that's]
 Comment [YK29]: Answer

86 V5: =two five nine nine?
 Comment [YK30]: Yes/No Question

87 P2: that's why I
 Comment [YK31]: Suggestion

88 have to tell you miss

89 V5: so basically I'm total xxx is it?
 Comment [YK32]: Answer

90 P2: I I don't know how to
 Comment [YK33]: Yes/No Question

91 answer for that one miss I only ah from call centre so I have to inform you
 Comment [YK34]: Assessment

92 V5: ok
 Comment [YK35]: Non-answer Response

93 now I'm worried that you all actually charge her ↑twice and now xxx

94 P2: yeah

95 we did charge her twice and that's why I'm telling you already I want to come come

96 clean with this I don't want to tell you wrong and then later you find out she get

97 charged

98 V5: so how to ↑not to charge twice so have to call the bank?
 Comment [YK36]: Wh Question

99 P2: that one cannot
 Comment [YK37]: Request for Information

100 ready you have to know this already settled
 Comment [YK38]: Yes/No Question

101 V5: ok if you all receive the payment you
 Comment [YK39]: Suggestion

102 all then you you give me two laptops ↑lar
 Comment [YK40]: No Response TO YK36

103 P2: but I cannot do that miss because the
 Comment [YK41]: Non-answer Response to YK38

104 thing the credit card is blocked so from our end=

105 V5: you know=

106 P2: =we have to

107 V5: =the credit card is blocked yes but you received two payments from us right?
 Comment [YK42]: Yes/No Question

108 P2: correct but because there is a query ah until the query is solved we cannot give away
 Comment [YK43]: Assessment

109 the laptop
 Comment [YK44]: Answer

110 V5: ok fine I'm gonna call my aunt after giving you all whatever details
111 you all want and you all have to give me two laptops

112 P2: >I cannot promise that no no I
113 cannot promise that miss I don't want you to hang up the phone expecting ah to get
114 two laptops because I can tell you<

115 V5: ↑you charged us twice

116 P2: yeah but
117 that's the thing miss well please please don't get angry ah I'm only telling telling
118 you I'm warning ah this one happened before same case ah when someone use
119 someone else credit card the money burn

120 V5: >↑now it's not fair you took twice
121 you have to give me two products you can't give me one<

122 P2: I cannot give you two
123 laptops! how you want to settle this for us ↑now

124 V5: >↑no no no I'm not gonna talk
125 to you I'm gonna talk to your finance department I want you get double payment
126 you give me two items<

127 P2: this happened before miss and there was a big court
128 case XXX hire very good lawyer miss it will not happen I'm warning you ↑now

129 V5: ok ↑whatever details you all want ↑what else you want tell me?

130 P2: ok don't
131 mind I get my superiors to call her huh?

132 V5: no no ↑problem

133 P2: ok Mister P1
134 and Mister P2

135 V5: .hhh a::h ↑oh my god I'm so gonna kill you!

136 P2: ↑why you gonna kill
137 me? it's not me who wanted to do this I'm just doing a *gotcha* call!

138 V5: ↑oh my
139 god!

140 P2: ↑oh my god!

141 ((Laughing))

142 V5: ok who set me up?

143 P2: who set you up? ahmm Rama Mark

144 V5: ↑oh my god!

145 P2: GOTCHA!!!

Comment [YK45]: Wh Question

Comment [YK46]: Request for Information

Comment [YK47]: Answer

Comment [YK48]: Yes/No Question

Comment [YK49]: Request for Confirmation

Comment [YK50]: Answer

Comment [YK51]: Wh Question

Comment [YK52]: Request for Information

Comment [YK53]: No Response

Comment [YK54]: Wh Question

Comment [YK55]: Request for Information

Comment [YK56]: Request for Confirmation

Comment [YK57]: Answer