# Call 6

| | | |
|---|---|---|
| 1 | P1: | ↑so this gotcha call ah we actually had to call someone in <u>Australia</u> man because he |
| 2 | | ↑bought flight tickets for his  friend to come to Australia. ↑wah good guy! |
| 3 | P2: | NICE GUY! |
| 4 | P1: | =cause his friend didn't have a credit card or something like that |
| 5 | P2: | ↑so swee::t but you kno::w ↑naturally sweet guys they like to gotcha their friends |
| 6 | | with their |
| 7 | P1: | [↑of course |
| 8 | | =swee::t |
| 9 | P2: | =because they are sweet they thought hey |
| 10 | P1: | =it balances |
| 11 | P2: | =ya exactly |
| 12 | P1: | =the dynamics |
| 13 | P2: | =the karma |
| 14 | P1: | yeah ↑exactly that's why what |
| 15 | | happen is this Gotcha call we called him up and said you     know ↑wha:t |
| 16 | | PROBLEM |
| 17 | ((Phone rings)) | |
| 18 | V6: | hello |
| 19 | P2: | hello |
| 20 | V6: | hmm |
| 21 | P2: | good morning I'm calling from XXX ah |
| 22 | V6: | yes |
| 23 | P2: | okie can I speak to Mr Y K K? |
| 24 | V6: | yeah speaking |
| 25 | P2: | Mr  you have ah purchased a |
| 26 | | ticket to go to Australia ah [on the thirteenth |
| 27 | V6: | [yes] |
| 28 | P2: | =rite? ahm ↑may I ↑know who made |
| 29 | | this purchase for you? |
| 30 | V6: | a:::h friend of mine hmmm he is currently in Australia |
| 31 | P2: | okay because ah we've got a report from the bank |
| 32 | V6: | aha |
| 33 | P2: | that this is a fraud claim |
| 34 | | ah ▷↑the owner of the card is Mister Axx Oxx is it?◁ |

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]: *Wh Question*

Comment [YK8]: Request for Information

Comment [YK9]: *Answer*

Comment [YK10]: Yes/No Question

Comment [YK11]: Request for Confirmation

| Line | Speaker | Utterance | Comment |
|---|---|---|---|

35 V6:                                                    yeah

36 P2:                                    <ok ahm do you mind
37      holding on a second I need to call him because this is procedure>

38 V6:                                              ah alright ah

39 P2:     =hold on ah

40  ((Phone rings))

41  A:     ↑hello

42  P2:          hello good morning can I speak to A Oxx?

43  A:                                    a:h yes speaking

44  P2:                                        >hello
45      Mister A Oxx my name is Mokthar XXX I'm calling from XXX ya<

46  A:                                              yeah

47  P2:     ok the thing is you have made a purchase for a ticket recently

48  A:                                      o::h wha wha what
49      purchase?

50  P2:              flight ticket for a friend of yours down to Australia rite  Mister Yxx
51      Kxx Kxx?

52  A:                ↑I I don't know a:h I I didn't purchase anything I oo oo who a:h
53      what I don't have any idea what you talking about

54  P2:                                    hold on a second, ah hello
55      ↑Mister Yxx Kxx Kxx

56  V6:            ah yeah

57  P2:                    >↑can you tell me what is going on?<

58  V6:                                        a:::hh (breathes)

59  P2:     aeaea would you like to speak with Mister A?
60                          [hold on hold on

61  V6:                          [yeah]

62  P2:                                      ok hold on hold
63      on ok <I'm patching you both thru you can both speak to each other>

64  V6:                                              alright

65  P2:      =go ahead

66  A:              hello

67  V6:              yeah

68  A:                    =what's going on?

69  V6:                              I ah I know you for how long?
70      how many years? and you wanna play this kinda prank on me?

| 71 | A: | a::h what ↑prank? |
| 72 | V6: | playing some kind of STUPID pranklar on me ↑right? |
| 73 | A: | wa wa wa wats going on? |
| 74 | | ↑how come? wa what's? ↑ who's on the line? |
| 75 | P2: | ↑ok hold on hold on here, excuse me |
| 76 | | if you all think this is a prank ahm <Mister A you're current ahm ah your bank is ah |
| 77 | | XXX bank right?> |
| 78 | A: | a:h yeah that's rite |
| 79 | P2: | <ok hold on let me call the bank> |
| 80 | V6: | <wa wa whats goin on?> |
| 81 | | ((Phone rings)) |
| 82 | P1: | <hello good morning XXX Bank South Wales> |
| 83 | P2: | hi can I speak to Mister |
| 84 | | Langdon please? |
| 85 | P1: | <ahm hold on a sec> |
| 86 | P1: | ↑hello |
| 87 | P2: | hello Mister ↑Langdon |
| 88 | P1: | >good day< |
| 89 | P2: | hi I'm I'm mokthar from XXX Malaysia |
| 90 | P1: | ye:a:p |
| 91 | P2: | ya this is the |
| 92 | | regards of the the mail you sent us ah about ah this this flight |
| 93 | P1: | ye:ah this is fo:r a::h |
| 94 | | hang <on a tick> ahm Mister A Ong |
| 95 | P2: | yeah why why did you cancel? |
| 96 | P1: | a:l ↑well |
| 97 | | apparently ah the card has been reported as fraud mate, cause the cash amount is |
| 98 | | three hundred and ninety four ringgit and that card can't go tru |
| 99 | A: | [aah] |
| 100 | P1: | [hello who's there?] |
| 101 | P2: | ah we've got Mister A Oxx here |
| 102 | | [yeah] |
| 103 | P1: | Mister A apparently you |
| 104 | | ↑cancelled ah your flight a:h you actually said it was not allowed so we have to |
| 105 | | cancel it this right? |
| 106 | A: | a:h no there is no notification of a cancellation |

Comment [YK37]: No Response to YK33 & YK34

Comment [YK38]: Non-answer Response to YK35

Comment [YK39]: Wh Question

Comment [YK40]: OIR

Comment [YK41]: Answer

Comment [YK42]: Yes/No Question

Comment [YK43]: Assessment

Comment [YK44]: Non-answer Response

Comment [YK45]: Wh Question

Comment [YK46]: OIR

Comment [YK47]: Wh Question

Comment [YK48]: OIR

Comment [YK49]: OIR

Comment [YK50]: Wh Question

Comment [YK51]: No Response to YK45, YK47, YK50

Comment [YK52]: OIR

Comment [YK53]: Yes/No Question

Comment [YK54]: Request for Confirmation

Comment [YK55]: Answer

Comment [YK56]: Wh Question

Comment [YK57]: OIR

Comment [YK58]: No Response to YK56

Comment [YK59]: Yes/No Question

Comment [YK60]: Request for Information

Comment [YK61]: Answer

Comment [YK62]: Wh Question

Comment [YK63]: Request for Information

Comment [YK64]: Answer

Comment [YK65]: Wh Question

Comment [YK66]: Request for Information

Comment [YK67]: Answer

Comment [YK68]: Yes/No Question

Comment [YK69]: Request of Confirmation

| | | |
|---|---|---|
| 107 | P1: | well |
| 108 | | apparently you did it online mate so  ah we have to cancel it that's why it's put |
| 109 | | under its put under questioning mate |
| 110 | A: | questioning? |
| 111 | P1: | yeah so ah unfortunately |
| 112 | | the flight can't go thru so that's the end of that |
| 113 | A: | can I like get you xxx work something |
| 114 | | out? I don't know |
| 115 | P1: | a:h I'm afraid that's the end of that |
| 116 | P2: | a:h never mind thank |
| 117 | | you Mister Langdon thank you |
| 118 | P1: | yeah |
| 119 | P2: | hello so A |
| 120 | A: | yeah |
| 121 | P2: | how are you gonna pay |
| 122 | | for this ticket now ah sir? |
| 123 | A: | a::h I don't know lar that's the only credit card I have |
| 124 | | but ah what happens to my three hundred bucks? |
| 125 | P2: | it's not credited yet ah |
| 126 | | that's therefore we need the money mister ah ↑Yxx Kxx Kxx |
| 127 | V6: | yeah |
| 128 | P2: | when can |
| 129 | | you come to our XXX office? |
| 130 | V6: | why do I have to go to XXX? |
| 131 | P2: | you need to come to the |
| 132 | | Air Asia office for this because or not we have to cancel your flight yeah |
| 133 | V6: | o::hkay |
| 134 | P2: | >so when can you come in and pay cash? or else we have to cancel this< |
| 135 | V6: | a:h |
| 136 | | where is the nearest ahm ? where can I find ah XXX ah? |
| 137 | P2: | actually where where |
| 138 | | abouts are you are? |
| 139 | V6: | <a::h in my bed on my bed I'm sleeping now> |
| 140 | P2: | o:h ok no no but |
| 141 | | where is your whereabouts? |
| 142 | V6: | a:h I'm in Sungai Buluh |
| 143 | P2: | ↑o:k okay awesome >then you |
| 144 | | can go over to the hitz studio and look for P2 and P1< |

**Comment [YK71]:** Yes/No Question

**Comment [YK72]:** Request of Confirmation

**Comment [YK73]:** Answer

**Comment [YK74]:** Yes/No Question

**Comment [YK75]:** Suggestion

**Comment [YK76]:** Non-answer Response

**Comment [YK77]:** Wh Question

**Comment [YK78]:** Request for Information

**Comment [YK79]:** Non-answer Response

**Comment [YK80]:** Wh Question

**Comment [YK81]:** Request for Information

**Comment [YK82]:** Answer

**Comment [YK83]:** Wh Question

**Comment [YK84]:** Request for Information

**Comment [YK85]:** Non-answer Response

**Comment [YK86]:** Wh Question

**Comment [YK87]:** Request for Information

**Comment [YK88]:** Answer

**Comment [YK89]:** Wh Question

**Comment [YK90]:** Request for Information

**Comment [YK91]:** No Response

**Comment [YK92]:** Request for Information

**Comment [YK93]:** Wh Question

**Comment [YK94]:** Wh Question

**Comment [YK95]:** Request for Information

**Comment [YK96]:** Non-answer Response

**Comment [YK97]:** Wh Question

**Comment [YK98]:** Request for Information

**Comment [YK99]:** Non-answer Response

**Comment [YK100]:** Wh Question

**Comment [YK101]:** Request for Information

**Comment [YK102]:** Answer

145  ((Laughing))

146  V6:    I already knew it

147  ((Laughing))

148  P1:    YOU SLEEPY HEAD!

149  V6:                    yeah

150  P1:                              SHOW SOME ENTHUSIASM TO LIFE!!!

151  P2:    EXACTLY!

152  P1:            ↑YOUR FRIEND PAID FOR YOUR TICKET YOU BETTER PAY
153        HIM BACK!

154  V6:            yeah

155  ((Laughing))

156  P2:    ↑A A your ↑acting ah, I give you ah good four out   of ten lar bro!

157  ((Laughing))

158  A:     alamak wahta XXX

159  V6:                    neway alright I know it lar

160  P1:                                            so you know what for both of
161        you guys P2 and I have to say

162  P1&P2:                    GOTCHA!!!

163  P1:                                        =but enjoy your flight your trip and all
164        that

165  P2:        yeah take care

166  P1:                    have fun ah

167  V6:                            yes thanks