

Listening comprehension

Customer Service

1. Why is the customer calling?

- a. He requested a refund ☐
- b. He requires the fees to be removed ☐
- c. He forgot his bank account password ☐
- d. He requires fees to be decreased ☐

2. What is the cause of the customer's issue?

- a. He didn't pay ☐
- b. He paid before the cut off time ☐
- c. He paid after the cut off time ☐
- d. He paid less money ☐

3. According to the agent, why can't the fees be removed?

- a. Because it is against the bank policies ☐
- b. Because they were valid. ☐
- c. Because they were invalid. ☐
- d. Because the account is blocked ☐

4. What does it mean "I can't afford it"?

- a. I can't pay for it ☐
- b. I can't stand it ☐
- c. I can't support it ☐

5. Why does the customer insist on having the fees removed?

- a. Because it is unfair ☐
- b. Because he needs the money ☐
- c. Because he paid on the due date ☐

6. What is the alternative suggested by the agent?

- a. Sending an apology to the customer ☐
- b. Sending a request to the management ☐
- c. Sending a letter to the management ☐

7. How long would it take until the customer gets an answer?

- a. 30 days ☐
- b. 13 days ☐
- c. 3 days ☐



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Clemens Wendtner



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