

Sample Call Center Script: Bank Branch Office

Linda

Royal Human Bank, this is Linda speaking.

Robert

Hi Linda. I was just at your Bridgeport branch and I think I left my Debit card in the ATM machine.

Linda

Okay. Do you have your Debit card number?

Robert

Actually, I don't.

Linda

Okay, well do you have the checking account number associated with the Debit card?

Robert

That I do have. Are you ready? I'll give you what I've got. 765 456 789.

Linda

Okay. That's 765 456 789.

Robert

Correct.

Linda

Okay and what is your name sir?

Robert

It's Robert Applebaum. That's A-P-P-L-E-B-A-U-M.

Linda

Okay. I have Robert Applebaum. A-P-P-L-E-B-A-U-M.

Robert

Yes.

Linda

And what is your date of birth Robert?

Robert

July 7th, 1974.

Linda

Okay. July 7th, 1974.

Robert

Yes.

Linda

Okay. And your phone number?

Robert

It's 610-265-1715.

Linda

Okay. I have 610-265-1715.

Robert

Yes.

Linda

Okay Robert. I have just temporarily suspended your card. If it is in the machine, we will contact you and lift the suspension.

Robert

Oh, thank you.

Linda

Sure. Thank you.

Robert

Goodbye.

Linda

Goodbye.

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