YOUR CALL IS IMPORTANT TO US!

"Hello, you're through to the Investment Bank. Your call is important to us.

How can we help you today?"

LOUISE "Hello, yes, my name is Louise..."

"To speak to one of our customer service advisers, press 1. To speak to our

lending department, press 2. To make a payment using our automated

banking service, press 3. For all other enquiries, please press 4"

LOUISE "Right. Pressing 4"

IAN "I'm sorry, I didn't quite get that. To speak to one of our customer service

advisers, press 1. To speak to our lending department, press 2. To make a payment using our automated banking service, press 3. For all other

enquiries, please press 4"

LOUISE "Let's try 4 again"

IAN "I'm sorry, I didn't quite get that. Putting you through to one of our customer

service advisers."

LOUISE "Oh lord. Ok"

IAN "You're through to the customer service advisers. You have four options. If

you're calling about opening an account, please press 1. If you wish to speak to our lending department, press 2. To make a payment using our automated

banking service, press 3. For all other enquiries, please press 4"

LOUISE "Guess what? It's 4 again"

IAN "I'm sorry, I didn't get that. You have four options. If you're calling about

opening an account, please press 1. If you wish to speak to our lending department, press 2. To make a payment using our automated banking

service, press 3. For all other enquiries, please press 4"

LOUISE "For pity sake!"

IAN "I'm sorry, I didn't get that. Should you wish to hear these options again,

please press 5 or if you wish to return to the original options, please press the

hash-key"

LOUISE "Hash key pressed!"

"To speak to one of our customer service advisers, press 1. To speak to our

lending department, press 2. To make a payment using our automated

banking service, press 3. For all other enquiries, please press 4"

LOUISE "Bloody 4!"

"Just putting you through to one of our customer service advisers, please

hold whilst we try to connect you. Please note that you can use our online

service at www.investmentbakinguk.com otherwise, please hold."

LOUISE "I'm bloody holding!"

IAN "You're through to the customer service advisers. You have four options. If

you're calling about opening an account, please press 1. If you wish to speak to our lending department, press 2. To make a payment using our automated

banking service, press 3. For all other enquiries, please press 4"

LOUISE "4 it is! I'm losing the will to live!"

IAN "You are through to our customer service advisors. You are currently number

10 in the queue. If you wish to hold, we estimate your waiting time to be 20 minutes. Or you may wish to call back at a less busy time. Or if you would prefer us to call you, please press 1 now and tell us your name. We shall call

you back."

LOUISE "pressing 1 now"

IAN "I'm sorry, I didn't get that. Should you wish to hear these options again,

please press 5 or if you wish to return to the original options, please press the

hash-key"

LOUISE "Arrrrrrrrrrrrrrrrrrrrr"

"Hello, you're through to the customer service department. Sorry to keep

you waiting. You're speaking to Ian. How may I help you?