

YOUR CALL IS IMPORTANT TO US!

- IAN "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..."
- IAN "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!"
- IAN "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!"

