

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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