

Ken: Aloha Bank Singapore branch, how can I help you?

Jun: Good afternoon, This is Jun calling from Metrobank.

May I speak to the person in charge of FX transaction?

I would like to confirm some information on the FX ticket.

Ken: Oh, I see. Hold the line please.

I'll put you through in a moment.

Jun: Thank you. Ah, May I have his or her name?

Ken: That is Mr. Wang.

Jun: Ok, thank you.

...

Wang:FX department, Wang speaking.

Jun: Hello, Mr. Wang, this is Jun calling from Metrobank.

Wang:Oh, hello. How can I help you?

Jun: Well, we have realized the discrepancy on the total amount of MT300 sent from your bank.

Could you please check that?

Wang:Oh, I see...I will check it now.

Could you read the ref no. of the transaction?

Jun: MT 300 dated 25 Sep...the ref No. is 301578. Actually,

I have sent you an email with information about it.

I think it'll be easier if you check the details from the email.

Wang:Ok, wait a minute. I am checking the email now.

Oh here it is. Our team must have missed it...

Sorry for that.

Jun: Great...It is ok. But as you see, the settlement date is by this Friday, could you confirm us back

as soon as possible? Maybe within today?

Wang:Sure. We will give you a feedback this afternoon.

Thank you for notifying us.

Jun: OK, I'll schedule that. Thank you.

Wang:Sure. Thank you.

Expressions

- Is Mr. Smith available, please?
- Please hold the line.
- Could you please repeat that? / Could you speak slower, please?
- Could you speak up a little, please?
- This is an urgent case so please confirm at your earliest convenience.
- Actually, this call is rather urgent.
- I am looking for your confirmation.

