You call XYZ Bank to find out about charges on your account.

Phone rings

Bank Answers. A pleasant voice says, “Thank you for calling XYZ Bank. How can I provide you with excellent service today?”

You reply, “I have a question about charges on my account.”

The bank’s pleasant voice responds, “You would like to know the balance on your account. Is that correct?”

You reply, “No.”

The bank’s pleasant voice responds, “Thank you. How may I assist you?”

You abbreviate saying, “Charges on my account.”

The pleasant voice responds, “You want to open a new account. Is that correct?”

You reply, “No. I need to find out about charges on my account.”

The pleasant voice responds, “Thank you, can you please rephrase your question so I can provide you with the best service possible?”

You reply, “I have unauthorized transactions on my account.”

The pleasant voice requests your account number and PIN, so you think finally you are moving in the right directions. The pleasant voice says, “Here are the last five transactions on your account.” The automated voice lists them. The pleasant voice says, “Would you like the next five transactions?”

You say, “Talk to a live representative.”

The pleasant voice responds, ““Thank you for calling XYZ Bank. How can I provide you with excellent service today?”

You hang up and drive to the bank.