

**E. 🎧 Listen to the telephone conversation between a customer and a customer service representative. Check off the items that are discussed.**

<input type="checkbox"/> number of transactions	<input type="checkbox"/> mobile banking
<input type="checkbox"/> overdraft protection	<input type="checkbox"/> plan fees
<input type="checkbox"/> additional transaction fees	<input type="checkbox"/> safety deposit boxes
<input type="checkbox"/> branch hours and location	<input type="checkbox"/> bank account plans
<input type="checkbox"/> minimum balance	<input type="checkbox"/> assisted bill payments
<input type="checkbox"/> reward points	<input type="checkbox"/> fee waiver

**F. Answer the questions.**

1. Why did the customer call and how did she resolve her problem?
2. What account plan features do you like best? (e.g., unlimited transactions, reward points)
3. Why do you think banks ask customers to keep a minimum balance with some plans?
4. Are you willing to pay fees for your bank account plan? Why?
5. Why do you think banks offer reward points?
6. What type of reward points are you more interested in: travel or merchandise (e.g., electronics, groceries)?

**G. In pairs, brainstorm the questions you may use in a conversation between a customer service representative and a customer in the following situations.**

1. A new customer wants information about account plans.
2. An existing customer wants to switch to a more affordable plan.

