

AUDIO 1 TRANSCRIPT

[C = Caroline; M = Manager]

- C: Do you have a minute? I need to talk to you about an account.
M: Yes, of course. What do you want to know?
C: Mr. Mueller often overdraws his account. This happens about every two months, when his expenses are higher than his income.
M: Yes, I see. Does he cover his overdraft regularly?
C: Yes, he does. He always deposits enough money to be in the black again.
M: Is the overdraft authorized? Does he also have to pay penalties when he overdraws his account?
C: He has an overdraft facility of 2,500 euros a month, so he doesn't have to pay bank charges. But he must pay interest when he is over that amount.
M: Does he know he mustn't go over that limit?
C: Yes, he does, but his expenses are high. And then he has to pay interest on the overdraft. When his overdraft lasts for several weeks, it is expensive for him.
M: Yes, that's true. We charge more on overdrafts than on loans.
C: So isn't it better for him to apply for a personal loan?
M: Yes, I think so. It seems he has a cash flow problem. Do you want to talk to him about this?
C: OK. I can give him an application form and send him to a loan officer to talk about the terms and the instalments. We can suggest an appointment on Friday.

AUDIO 2 TRANSCRIPT

[C = Caroline; M= Mr. Mueller]

- C: Good morning, Mr. Mueller. I need to talk to you about your account.
M: Is there a problem?
C: Not really. I just see that you often overdraw it and then have to pay interest on the overdraft amount.
M: Yes. I have my own company and we sometimes have cash flow problems.
C: I see.
M: If I do a job for a customer, I sometimes have to wait for several months for the money.
C: So you can't pay all your bills right away?
M: Right. That's why I must have an overdraft facility. It covers my expenses.
C: But it can be the most expensive way for you to borrow money.
M: Do you have a better idea?
C: If you have a short-term loan, you don't have to pay such high interest. The rates are lower than the overdraft facility.
M: Really? That sounds interesting.
C: I have an application form here.
M: What do I have to do?
C: You just need to fill it out and talk to a loan officer.
M: Do I need to do anything else?
C: No, you don't need to do anything else. You just have to give the loan officer information about your income and expenses. If you decide that a loan is a good idea, he will also explain the instalments to you.
M: Thank you very much.
C: No problem, Mr. Mueller.